Sac State Risk Management Services Business Continuity Plan System Users Guide

Table of Contents

Introduction 2
Log onto the system 3
Select a Department 4
User Privileges 4
Manage BCP Coordinators 5
Critical Processes 10
Manage Resources 16
Manage Responders 19
Develop Procedures 25
Allocate Resources 30
Supporting Documents 33
Submit Your Plan 38
Print Your Plan 40
Session Expired Notification 44
Logging Off 45
Be Prepared 46

Introduction

A Business Continuity Plan is a written document, mandated by The Chancellor's Office Executive Order 1014, with specific guidelines for recovering your normal operational procedures within a specified time frame. It is created to ensure that the capability exits to continue essential functions across a wide range of disruptive events. With continuity, no event can be allowed to interrupt the organization's operations for any significant length of time.

Everyone's goal on this campus is to provide a safe and high quality educational experience for our students. Any event, no matter how small, has the ability to disrupt our job of educating students. A large scale disaster can seriously impact the ability of the campus to continue operations at its present location for a significant period of time.

While having a plan in place does not guarantee success, it should make the disruptive event much less, well, disruptive.

This software program was created by a Sac State student group* especially for our campus. It will make the writing of your business continuity plan much easier and creates a centralized location for storage of the plans. However, there are times when you may not be able to access your electronic plan. In the last chapter, we will offer recommendations for keeping your plan ready and available for any event that will disrupt your normal operating procedures.

We know that writing a business continuity plan can be a difficult and time consuming process. If you need assistance with the system or with writing your plan, please contact:

Kirtland Stout
Director, Risk Management & Business Continuity Planning
Kirtland@csus.edu
278-7233

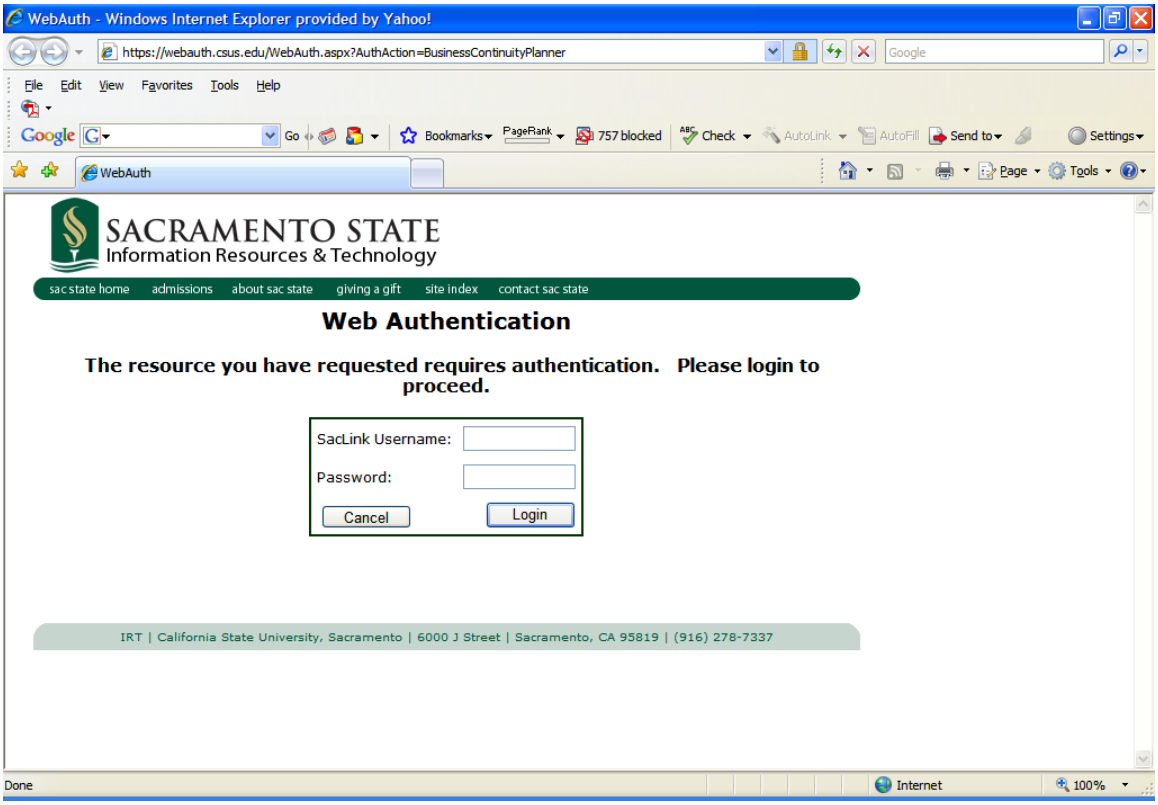
*Designed and developed by Sac State Risk Management Services and students of the College of Business Administration, Business Information Management Program: Enas Alanisi, Annie Cheuk, Basant Gajjar, Sanjaya Nagahawatta, Vladimir Poroshin, and Carlos Romero

Log on to the system

***Step 1*. Open** Microsoft **Internet Explorer.**

***Step 2*.** Go to Business Continuity Planner Log-In Page: http://www.rms.csus.edu/bcp

***Step 3*. Enter** your **SacLink Username and Password*. Click "Login".**



*A Saclink account is required to use this system. If you do not have a Saclink account, please contact Computing, Communications and Media Services (CCMS) at 916-278-7337, helpdesk@csus.edu., or https://www.saclink.csus.edu/saclink/.

Once you are logged into the system, the first screen you will see is the "Select a Department" screen. There may be more then one department listed based on how the account was originally set up. Select the department you need to work on.

Select a Department

Action	Department	Status
Select	**Administration and Business Affairs** My Role: Department Head	Corrections Needed
Select	**Eng. and Computer Science** My Role: Department Head	No Activity I
Select	**Environmental Health & Safety** My Role: Department Head	No Activity I
Select	**Risk Management** My Role: Department Head	No Activity I
Select	**Risk Management Services** My Role: Department Head	Current
Select	**Space Management** My Role: Department Head	No Activity I
Select	**Testing Department** My Role: Department Head	New

User Privileges

At this point, you will be logged into the Business Continuity Planner system according to your system privilege.

Department Head*: This is the person with full and complete responsibility for their department's plan. The Department Head is the only person who can submit the plan for review. However, the Department Head may assign one or more "BCP Coordinators" to actually write the plan. These BCP Coordinators will need to be assigned for each department listed.
*Please note that the "Department Head" may or may not be the *actual* head of the department.

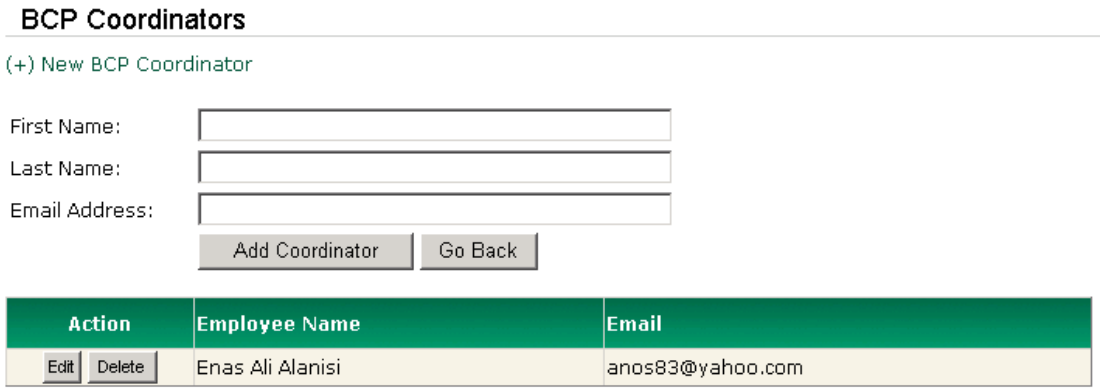
BCP Coordinator: This person has been given the responsibility by their "Department Head" to write all or part of the Business Continuity Plan for their department. Multiple people can be assigned as BCP Coordinators.

Manage BCP Coordinators

This can only be done by the "Department Head".

***Step 1*. Click** on the "**BCP Coordinators" link** under Department Options section.

The following screen will allow you to add, edit, and delete a BCP Coordinator.



<u>*Note*</u>**:** If the department does not have a BCP Coordinator assigned yet, the screen will display a warning message asking you to designate a BCP Coordinator.

BCP Coordinators
(+) New BCP Coordinator
First Name:
Last Name:
Email Address:
Add Coordinator
Go Back
IMPORTANT MESSAGE
You have not designated any employees as BCP Coordinators. These employees will be able to enter data in the system, but they will not be able to submit the plan for review.

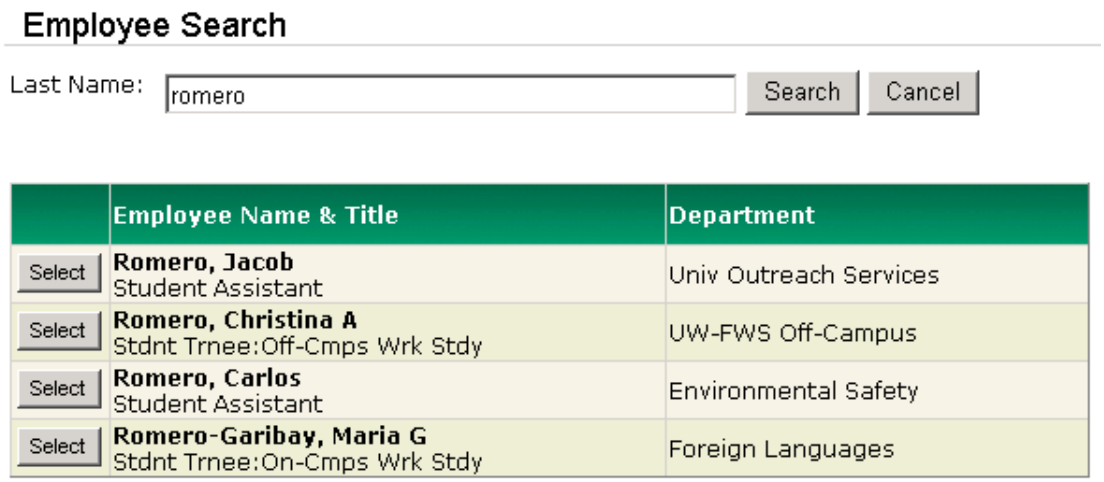
Step 1. To **add** a **BCP Coordinator,** proceed through ***Step 2 – Step 6.*** To **edit** a **BCP Coordinator's e-mail address,** proceed through ***Step 7 – Step 8.*** To **delete** a **BCP Coordinator,** proceed through ***Step 9 – Step 10.***

To Add a BCP Coordinator:

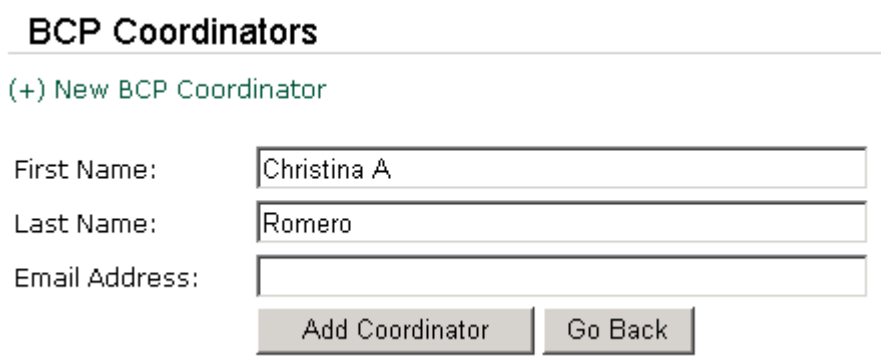
Step 2. Click on the "(+) New BCP Coordinator" link to add a BCP Coordinator on the "BCP Coordinators" screen.

Step 3. After you click the "(+) New BCP Coordinator" link, enter the Employee's "Last Name" and click the "Search" button. Click the "Cancel" button to cancel the current action of searching for the employee.

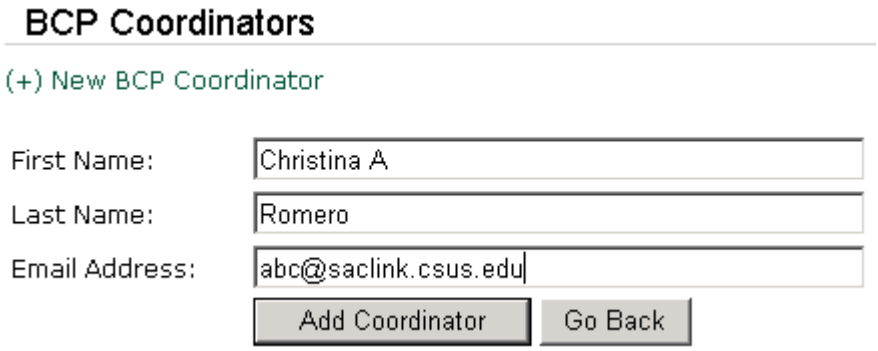
Step 4. Click the "Select" button under the "Action" column to select the appropriate personnel as the BCP Coordinator.



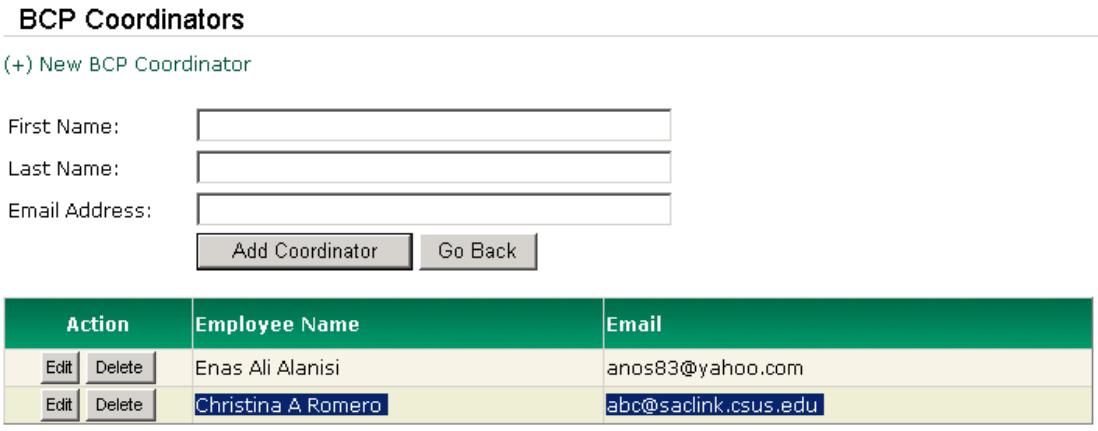
Step 5. After you click the "Select" button, the BCP Coordinator's First Name and Last Name will populate to the First Name and Last Name fields on the "BCP Coordinators" screen accordingly.



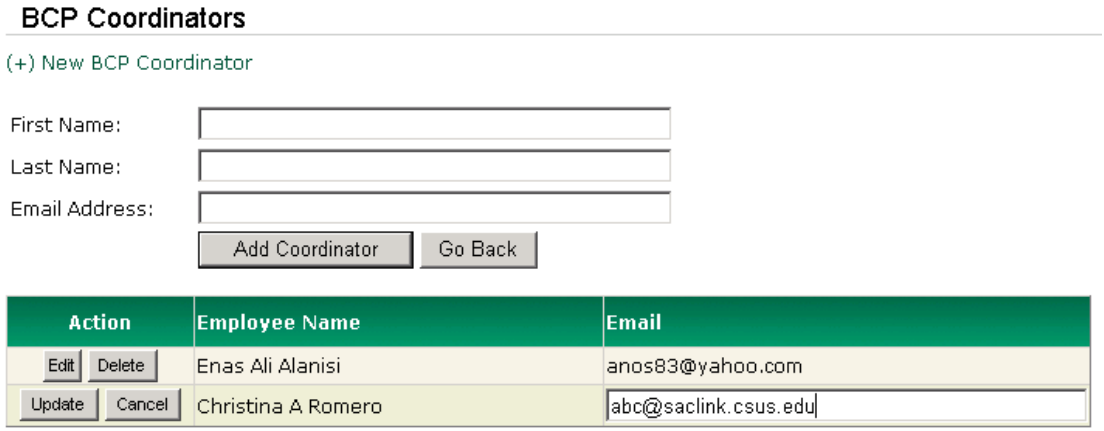
Step 6. If not entered automatically, enter the **BCP Coordinator's e-mail address. Click** the "**Add Coordinator**" button when finished **to add** the BCP Coordinator. Or **click** the "**Go Back**" button **to cancel** the process of adding the BCP Coordinator.



The screen will now display a list of current BCP Coordinators including the newly added BCP Coordinator.

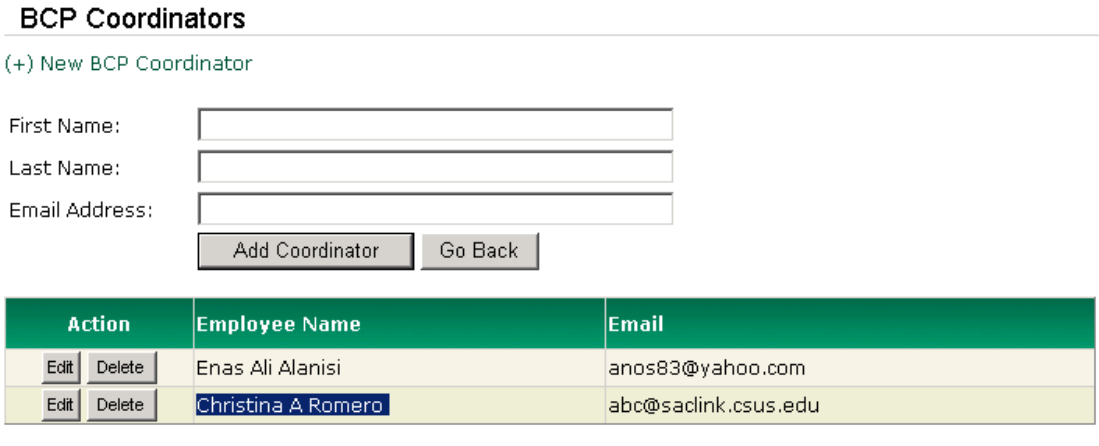


To Edit or Delete BCP Coordinators:
Step 7. Click the "Edit" button on the "BCP Coordinators" screen to edit the e-mail address of the selected BCP Coordinator.

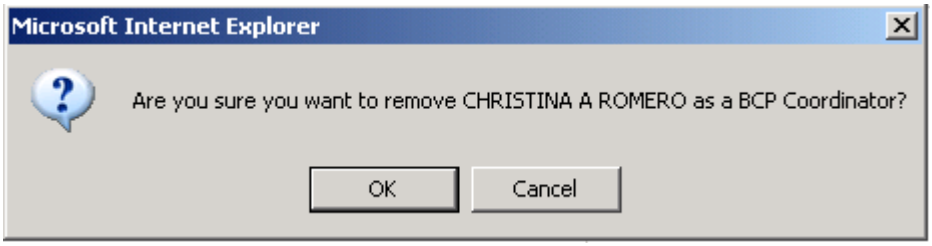


Step 8. **Click** the "**Update**" button **to save** the modification of the BCP Coordinator's e-mail address. Or **click** "**Cancel**" **to cancel** the current action of modifying the BCP Coordinator's e-mail address.

Step 9. **Click** the "**Delete**" button on the "BCP Coordinator" screen **to delete** the selected BCP Coordinator.



Step 10. It will prompt you a delete confirmation message: "Are you sure you want to remove CHRISTINA A ROMERO as a BCP Coordinator?" **Click** "**OK**" **to confirm deletion of the selected BCP Coordinator.** Or **click** "**Cancel**" **to cancel** the current action of deleting the selected BCP Coordinator.


Microsoft Internet Explorer
Are you sure you want to remove CHRISTINA A ROMERO as a BCP Coordinator?
OK
Cancel

Create Your Plan

Critical Process

This is the most crucial- and most difficult- part of your plan. Critical Processes are those *essential functions* that, if interrupted, will *adversely impact* the University's goal of educating students. The key is the process has to have an *immediate negative effect or serious long-term consequence* to the mission of the campus if it no longer functions.

A Critical Process, or Essential Function, as defined in the Federal Preparedness Circular 65, is a function that enables an organization to:

- **Provide vital or mission critical services**
- **Exercise civil authority**
- **Maintain the safety of the general public or**
- **Sustain the industrial or economic base during an emergency**

When writing your plan, focus on the following scenarios:

1. **Local facility disruptions, typically single buildings**
2. **Region-wide disruptions affecting all or many government buildings in the region**
3. **Disruption of a communications system**
4. **Disruption of access to vital records or databases**
5. **Disruption to availability of specialized equipment or systems, including computing systems (other than traditional communications systems)**
6. **Loss of services from a vendor or another government agency**
7. **Unavailability of personnel**

You must be very specific when identifying your critical processes. Don't say "hazardous waste"- that is too general. Separate the process into the critical parts needed to make it work and clearly describe them. Each one of those steps will be a critical process. For example:

1. **Hazardous waste collection**
2. **Hazardous waste on-site holding**
3. **Hazardous waste disposal**

Another example:

Don't say "Math 101 Instruction". Break down the specific items needed to fulfill that critical process:

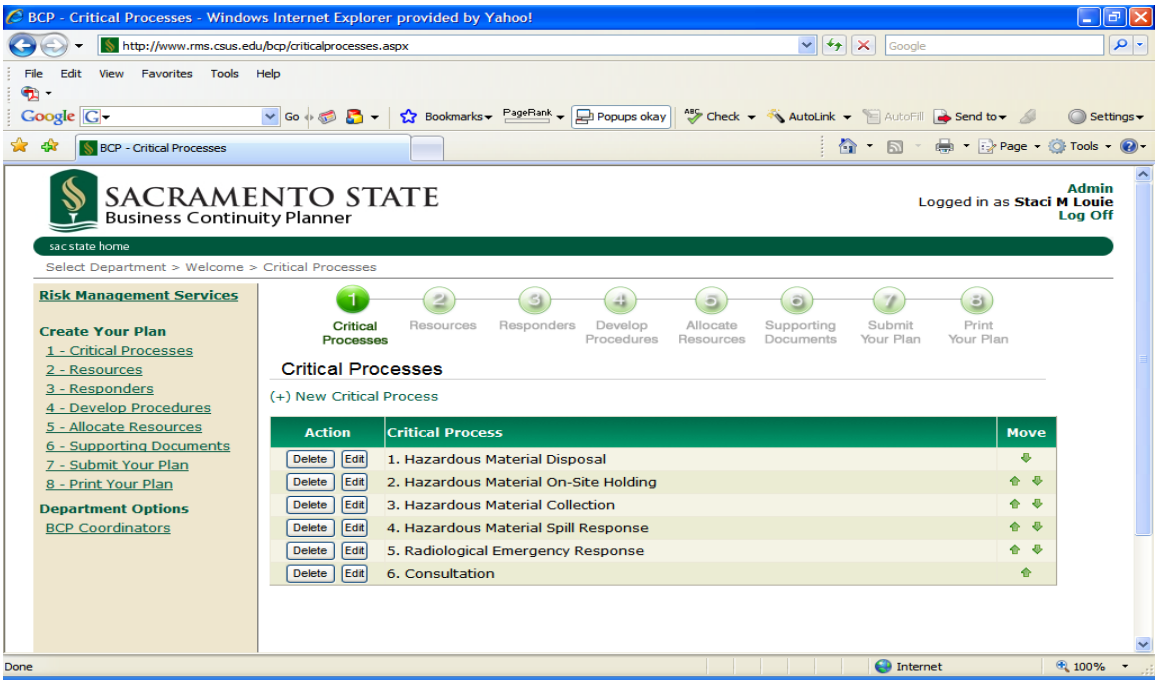
1. **Math 101 Instructor**

2. **Math 101 Classroom**
3. **Math 101 Teaching Material**

In this section, you are only naming and describing your critical functions. Under section 4- Develop Procedures- you will specify the exact procedures you need to keep this function operational.

***Step 1*. Click** on the "**Critical Processes**" link under Create Your Plan section (left side of screen).

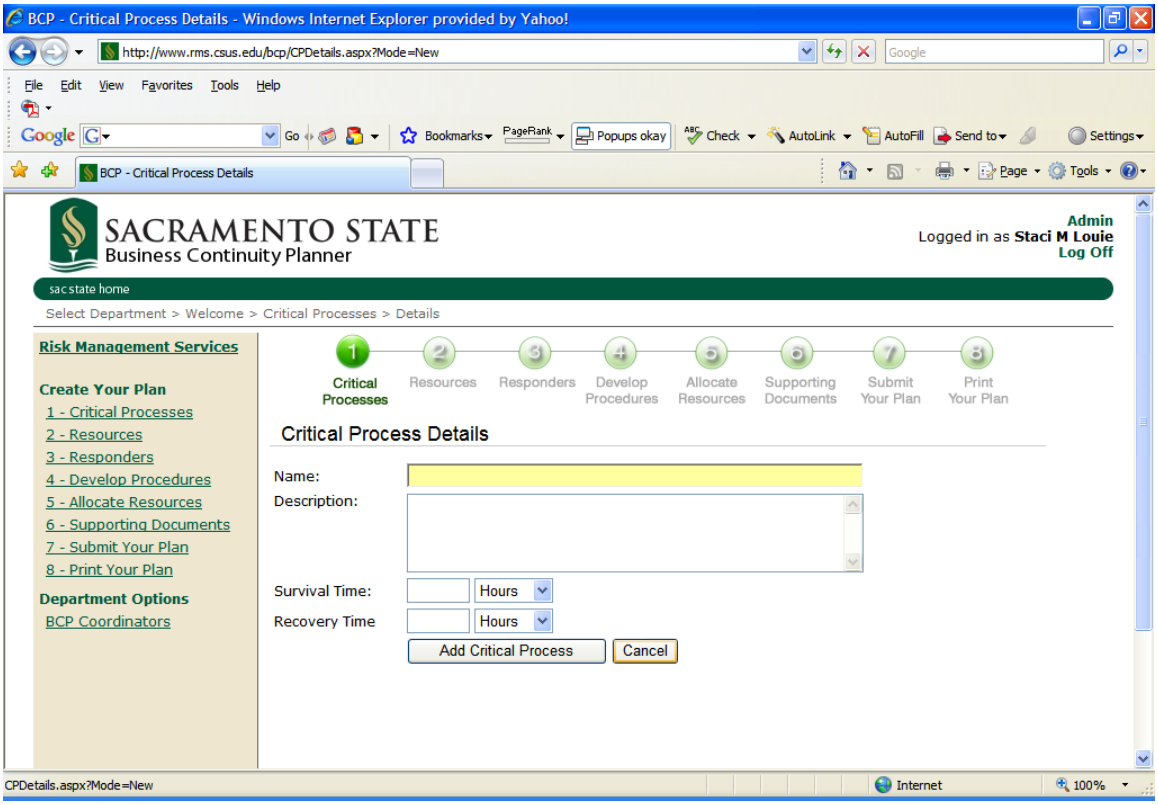
The following screen will allow you to add, delete, edit, or move the priority of the critical process(es) selected.



To **add** a **critical process,** proceed through ***Step 2*** – ***Step 4***. To move the priority of a **critical process,** proceed through **Step 5**.To **edit** a **critical process,** proceed through ***Step 6*** – ***Step 8***. Otherwise, to **delete** a **critical process,** proceed through ***Step 9***.

To Add a Critical Process:

Step 2. Click on the "(+) New Critical Process " link on the "Critical Process" screen to create new critical process.

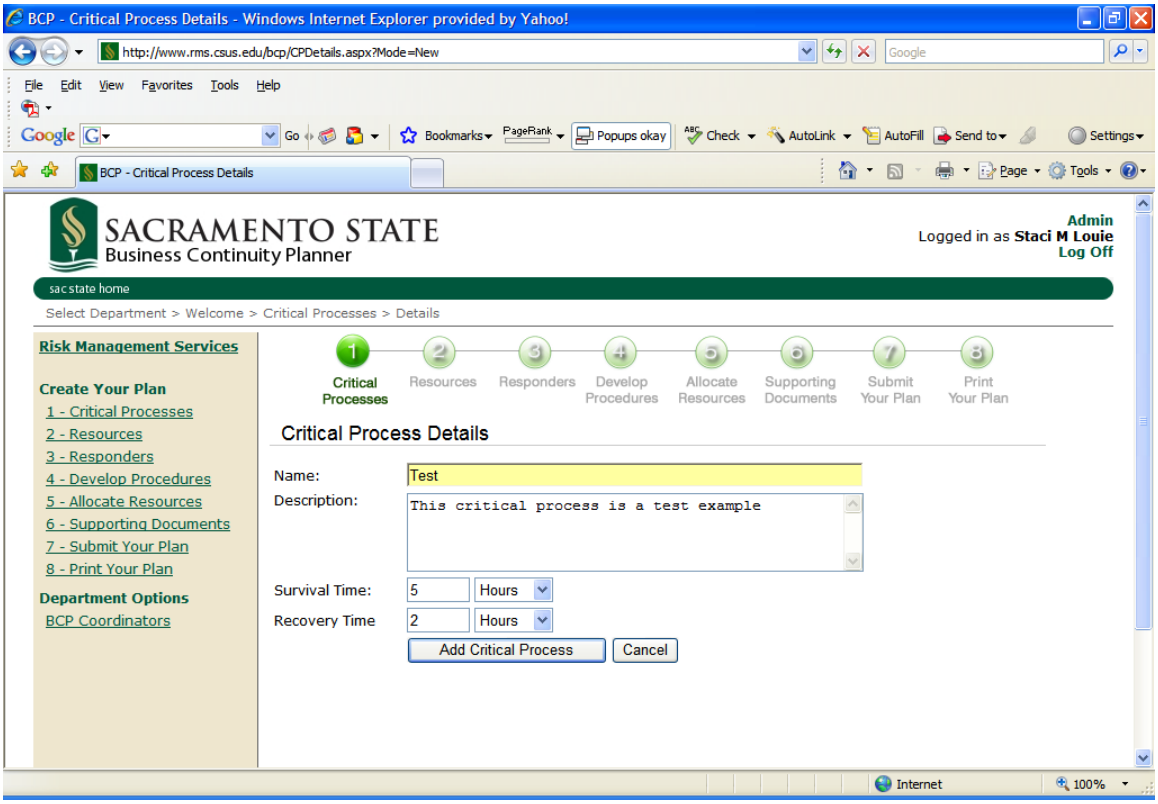


Step 3. **Enter** the **name, description, survival time,** and **recovery time. Click** the "**Add Critical Process**" button when completed. Or **click** the "**Cancel**" button **to cancel** the current action of creating a new critical process.

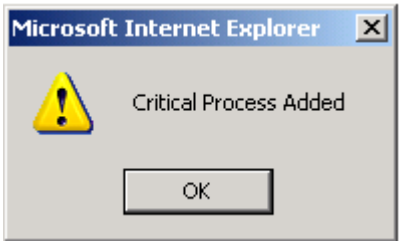
Survival Time: Known as the "Maximum Tolerable Downtime". This is the length of time a process can be unavailable before the campus experiences significant losses or disruption. Survival time is the amount of time- hours, days, weeks, or months- in which your department *must* have that specific business process up and running again.

Recovery Time: Known as the "Recovery Time Objective". This is the length of time needed to recover disrupted systems and resources. How long- in hours, days, weeks, or months- does it take to return that specific critical process to "normal" processing. Normal processing does not necessarily mean it must be the exact procedure as before the disruptive event, but that it is operational in some form (manual procedures vs. electronic procedures for example).

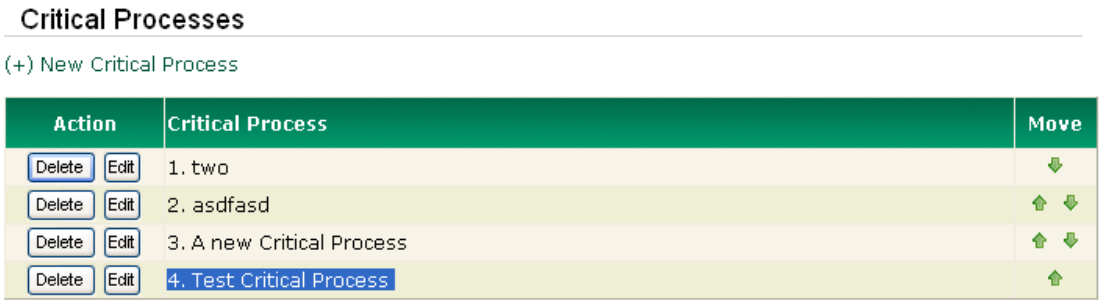
Your critical process must be recovered before the survival of the campus is dependent upon it. Therefore, your recovery time should be less then your survival time.



Step 4. After you clicked the "Add Critical Process" button, it will prompt you a confirmation message: "Critical Process Added". **Click** "**OK**" to continue.



The screen will then display a list with the newly added critical process to indicate it has been added successfully.



***Step 5*. Click** the " " to **move** the priority of the critical process **up** or **click** " " to **move** the priority of the critical process **down.**

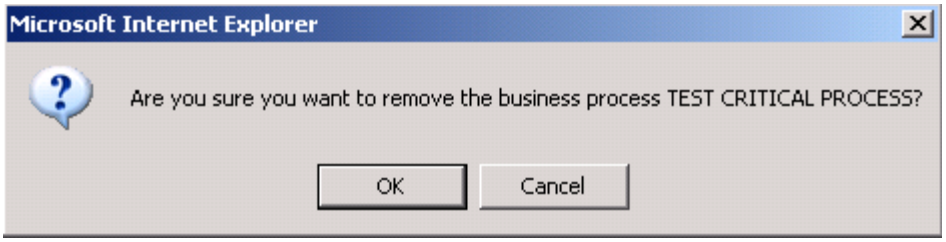
To make changes to a specific "Critical Process":

***Step 6*. Click "Edit"** button on the "Critical Process" screen **to modify** the details of the selected critical process.

***Step 7*. Click** the "**Update Record**" button **to save** the modification of the selected critical process. Or **click** "**Go Back**" **to discard** the modification.

Step 8. After you clicked the "Update Record" button, it will give you a confirmation message: "Record was Updated". **Click** "**OK**" to continue.

***Step 9*. Click** the "**Delete**" button to delete the selected critical process on the "Critical Process" screen. (For example, "Test Critical Process")



Manage Resources

Resources are those items which are needed to support your "Critical Processes". As a reminder, "Critical Processes" are those business processes that, if interrupted, will adversely impact the University's goal of educating students.

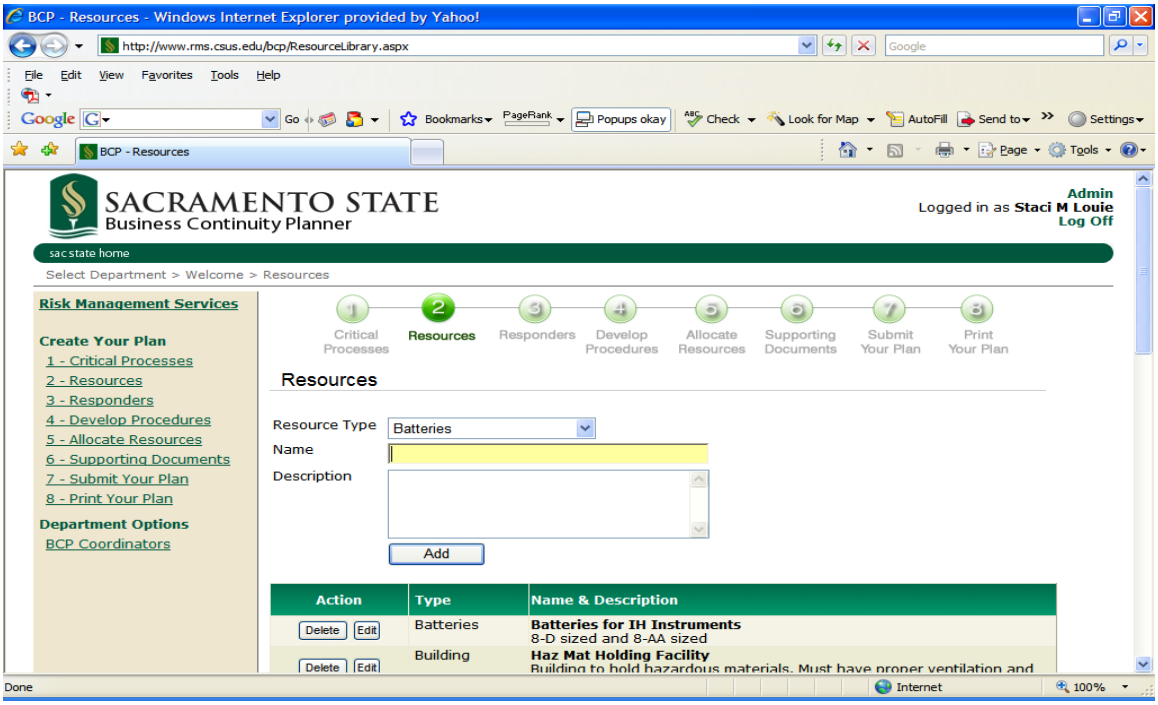
The "Resource Type" has been pre-populated. Please try to fit your department resource into one of the available categories. However, if your resource will not fit into any of the existing categories, please contact Kirtland Stout at x87233 or kirtland@csus.edu to request a new "Resource Type".

You can return to this section at any time to add additional resources as needed.

Manage Resources

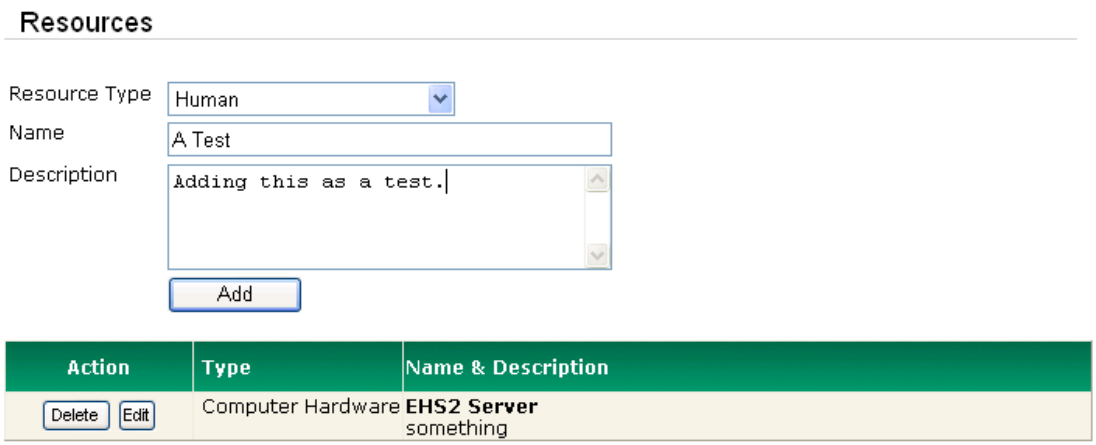
***Step 1*. Click** on the "**Resources**" link under Create Your Plan section or the "Resources" (2) button at the top of the screen.

The following screen display will allow you to add, delete, or edit resource(s) selected.

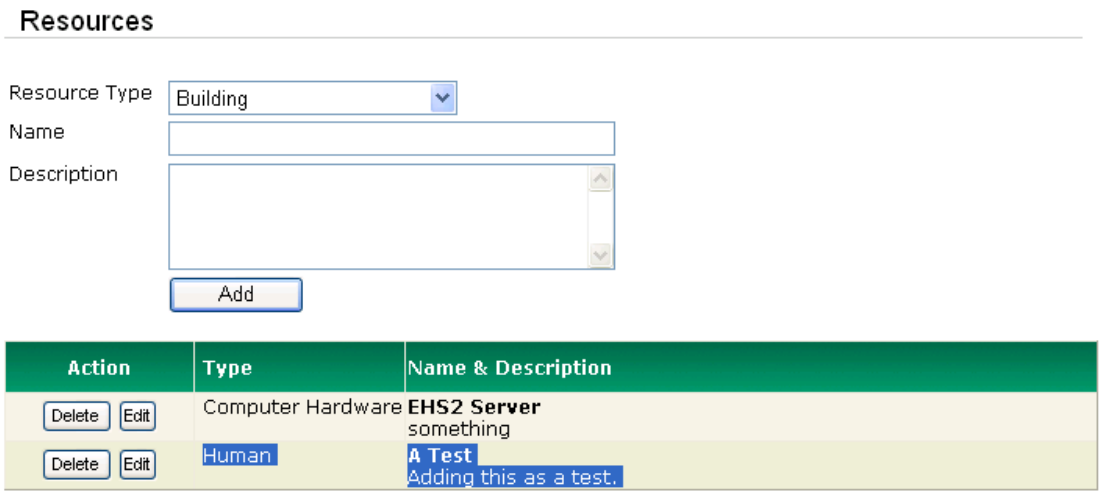


To **add** a **resource,** proceed through ***Step 2***. To **edit** a **resource,** proceed through ***Step 3*** – ***Step 4***. Otherwise, to **delete** a **resource,** proceed through ***Step 5***.

To Add a Resource:
Step 2. Select a resource type from the drop down list on the "Resources" screen. Enter a name and description of the resource you want to add. Click the "Add" button when completed to add resource. (For example, "A Test")

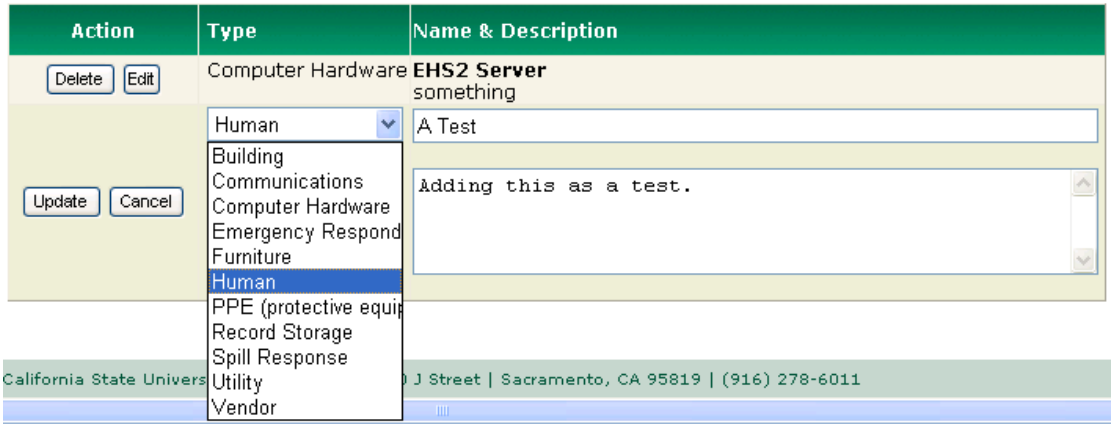


The following screen will display a list of the current resources with the newly added resource.

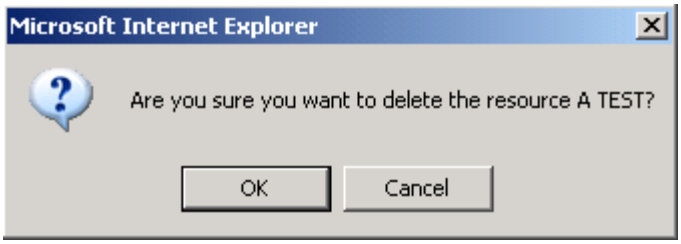


To Edit a Resource:
Step 3. Click "Edit" button on the "Resources" screen to edit the selected resource.

***Step 4*. Click** the "**Update**" button **to save** the modification of the selected resource. Or **click** the "**Cancel**" button **to cancel** the current action of modifying the selected resource.



***Step 5*. Click** the "**Delete**" button **to delete** the selected resource. The screen will prompt you with a delete confirmation message: "Are you sure you want to delete the resource A TEST?" **Click** "**OK**" to continue deleting the selected resource. Or **click** "**Cancel**" **to cancel** the current action of deleting the selected resource.



Manage Responders

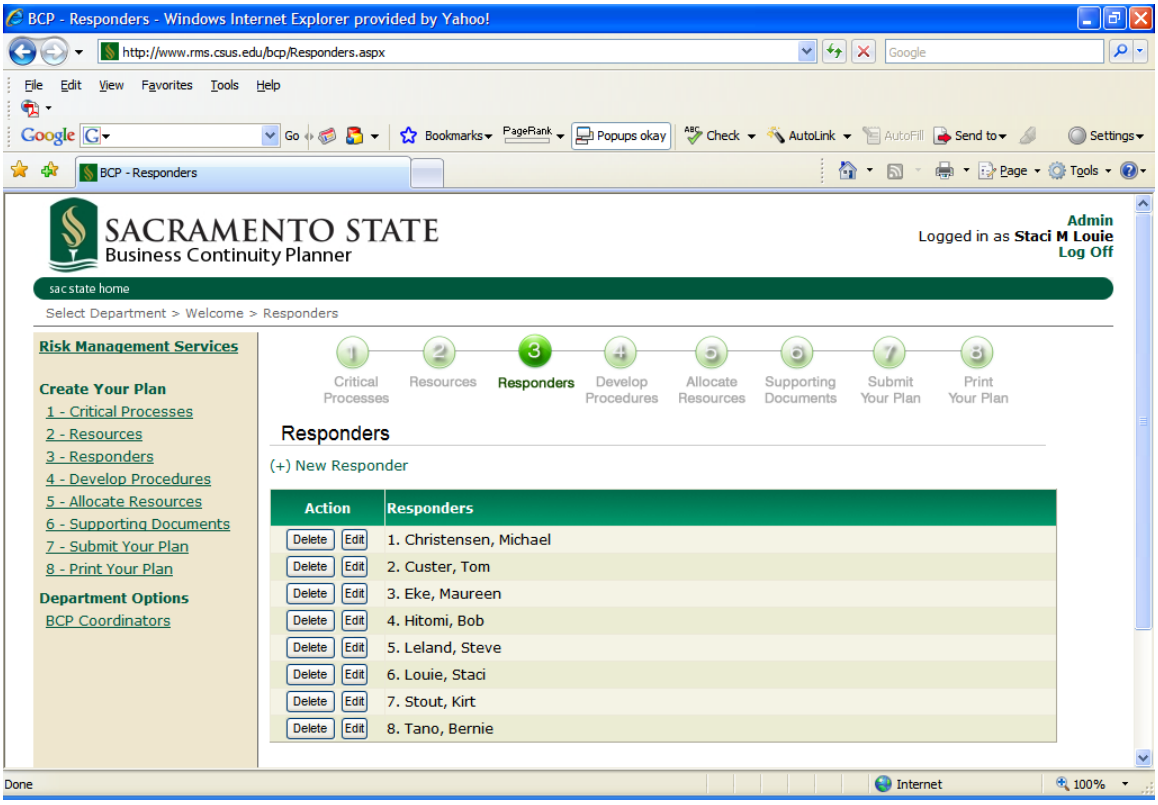
The third step in writing your plan is to add responders. Responders are those people *within* your department or immediate "family" that will have an assigned responsibility in your business continuity plan. Responders will typically be the staff, faculty, and administrators who work in your department. Any employee who will have a job to do during a disruptive event should be listed here. You can return to this section at any time to add additional personnel as needed.

When you add responder (employee) details, be sure to use their home address and phone number. In a large scale emergency- especially one involving loss of communications- there may be a necessity to respond to the homes of key personnel. This information will remain confidential and protected.

Manage Responders

Step 1. Click on the "Responders" link under Create Your Plan section (left side of screen) or the "Responders" (3) button on the radio button menu at the top of the screen.

The following screen will display to allow you to add, delete, or edit responder(s) selected.

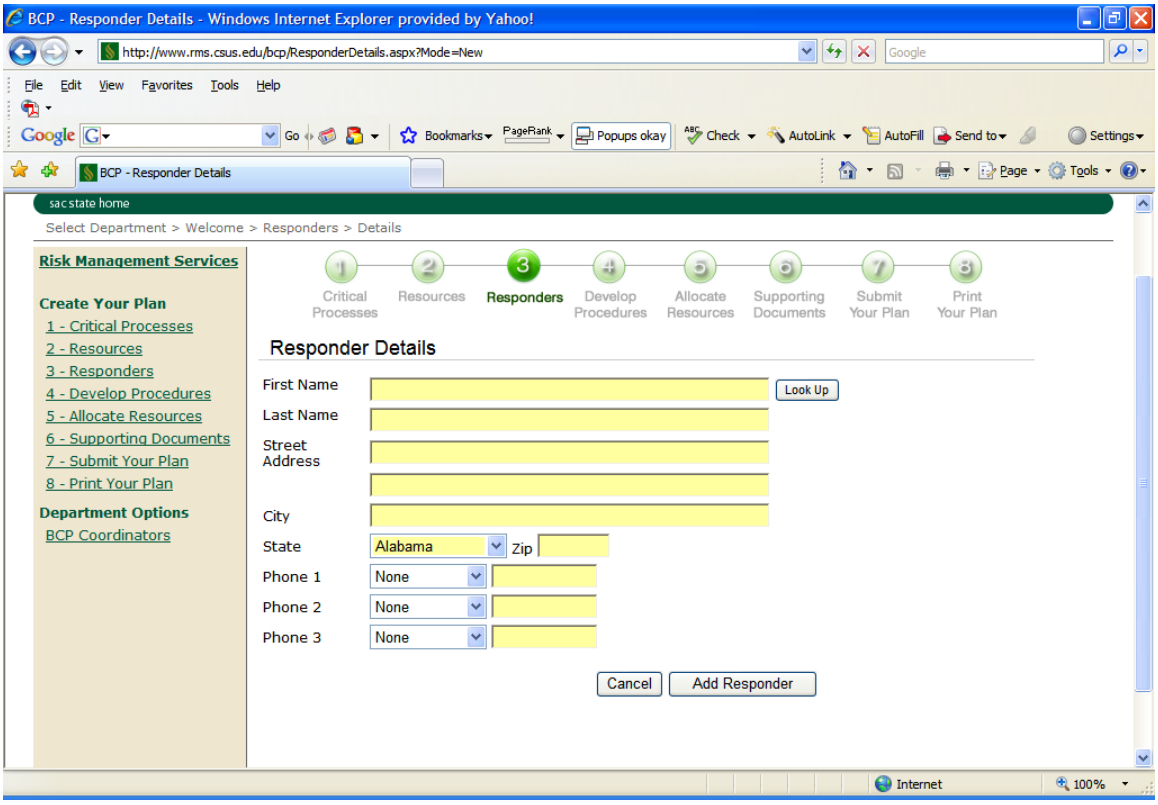


To **add responders,** proceed through ***Step 2*** – ***Step 9***. To **edit** a **responder,** proceed through ***Step 10*** – ***Step 12***. Otherwise, to **delete** a **responder,** proceed through ***Step 13*** – ***Step 14***.

To Add Responders:

Step 2. Click on the " (+) New Responder " link to add a responder on the "Responder Details" screen. Otherwise, skip this step and proceed to *step 7*.

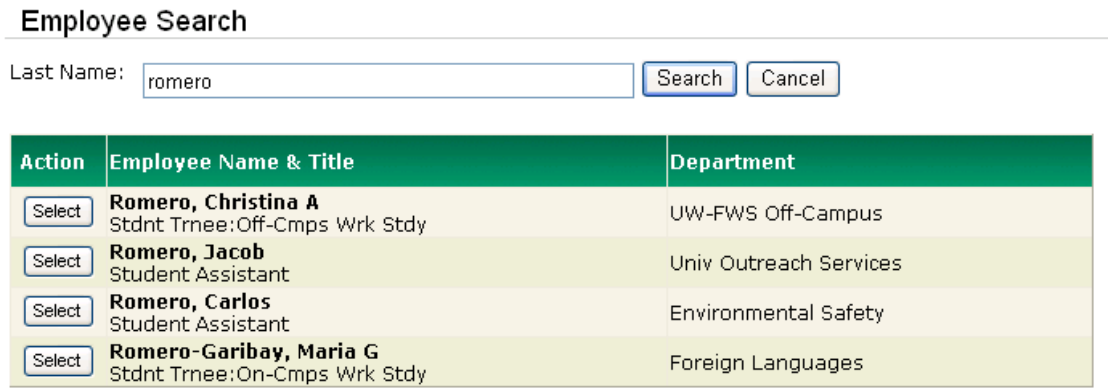
Step 3. **Enter** the **responder's First Name, click** the "**Look Up**" button if you need assistance finding the responder. Skip this step and **proceed to step *7* if you have** the detailed **information of the responder.**



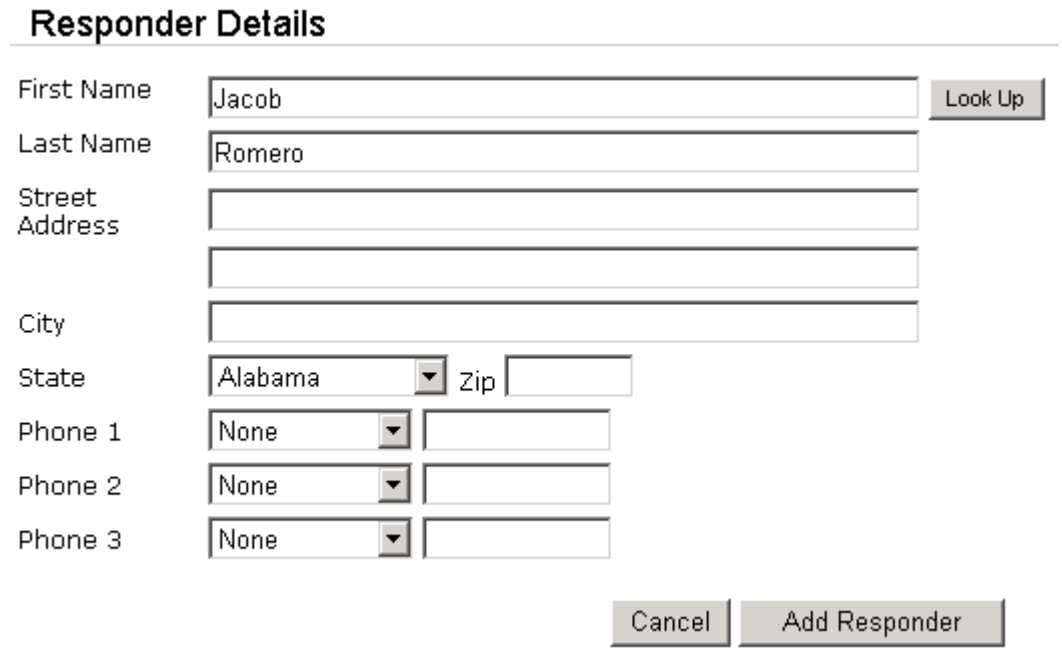
Step 4. After you clicked the "Look Up" button, **enter** the Employee's "**Last Name**" and **click** the "**Search**" button. Or **click** the "**Cancel**" button **to cancel** the current action of searching for the employee. (For example, "romero")

Step 5. **Click** the "

" button under the "Action" column to select the appropriate personnel as the new responder.



Step 6. After you click the "Select" button, the selected responder's First Name and Last Name will automatically populate on the "Responder Details" screen as shown below. Enter the rest of the responder detail information on the screen.



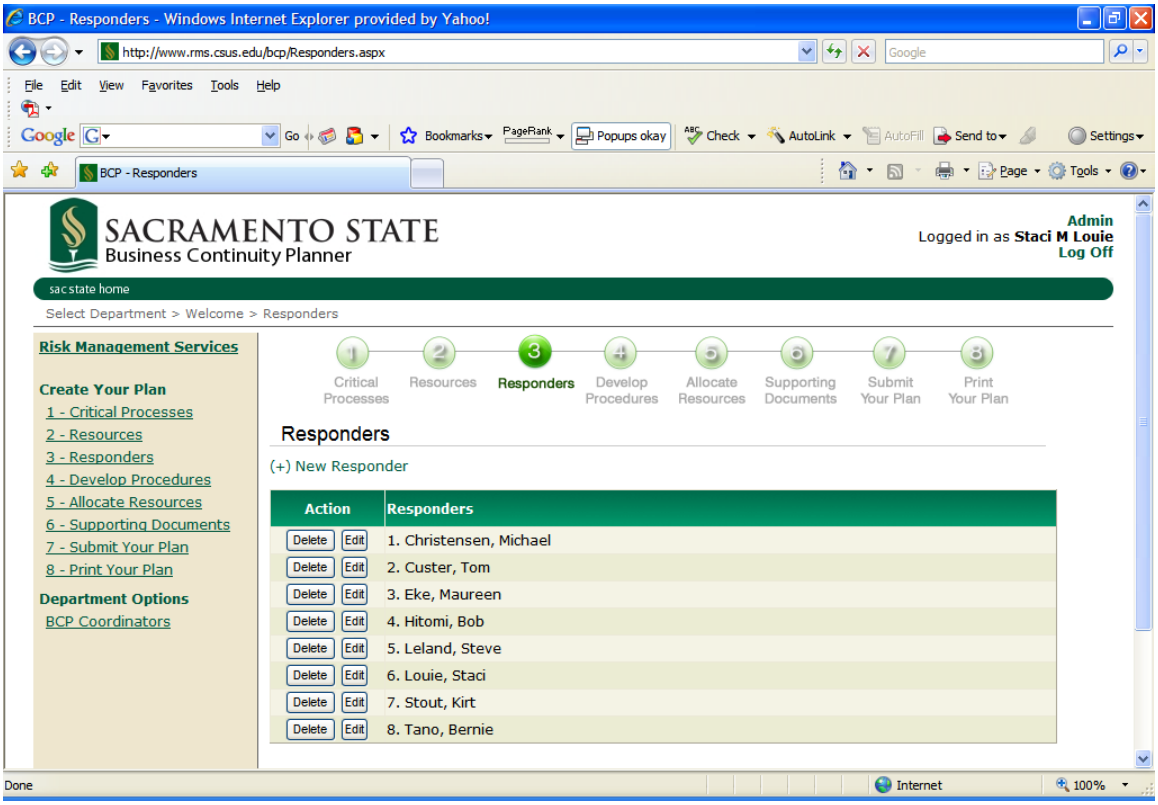
Step 7. **Enter the appropriate responder detail information** in all the fields on the screen.

Step 8. **Click** the "**Add Responder**" button **to add** the **responder.** Or **click** the "**Cancel**" button **to cancel** the current action for adding a responder.

Step 9. After you click the "Add Responder" button, it will prompt you with a confirmation message: "Responder Added". **Click "OK" to continue.**

The screen will then display a list of current responders with the newly added responder listed to indicate it has been added successfully.

To Edit/ Modify a Responder:
Step 10. Click the "Edit" button to modify the selected responder's detail information on the "Responder Details" screen.



Step 11. Modify the appropriate fields. **Click** "**Update Record**" **to save** the modifications to the responder's details. Or **click** "**Go Back**" **to go back** to the "Responder Details" screen.

Step 12. After you clicked the "Update Record" button, it will prompt you with a confirmation message: "Record was Updated". **Click** "**OK**" **to continue.**

Step 13. Click the "**Delete**" button **to delete** the selected responder on the "Responder Details" screen.

Step 14. The screen will prompt you a confirmation message: "Are you sure you want to delete ANNIE TESTING?" I **Click** "**OK**" **to continue** deleting the selected responder. Or **click** "**Cancel**" **to cancel** the current action of deleting the selected responder.

Develop Procedures

This section is where you will create step-by-step procedures for each individual critical process.

There are four procedure types that you need to consider while creating your plan. You may need to write a procedure for each of these situations under each critical process.

1. People Unavailable: Your workers cannot get to the campus due to sickness, injuries, or area damage. How will the job get done with few or no employees? Write your plans for staff back up procedures.
2. Facilities Unavailable: Unable to access and use offices and classrooms- or worse- the entire campus. Where will your staff work and how will you educate students? Write your work around procedures here.
3. Emergency Action (EA Procedure): Preparedness is a crucial aspect of continuity. What are your evacuation routes? Where does your staff meet and how do you account for everyone? What are your procedures for sheltering in place? Use this section to write your preparedness plans.
4. EOC Procedure (Emergency Operations Center): The EOC may be opened during a critical event so that all crucial operations are managed from one central location. Do you have EOC responsibilities during a disaster? If so, write your procedures here.

At minimum, a "People Unavailable" and "Facilities Unavailable" procedure should be written for every critical process listed.

Below is a critical process we previously identified. These are the step-by-step procedures for continuity of instruction for Math 101.

1. **Math 101 Instructor- People Unavailable.**

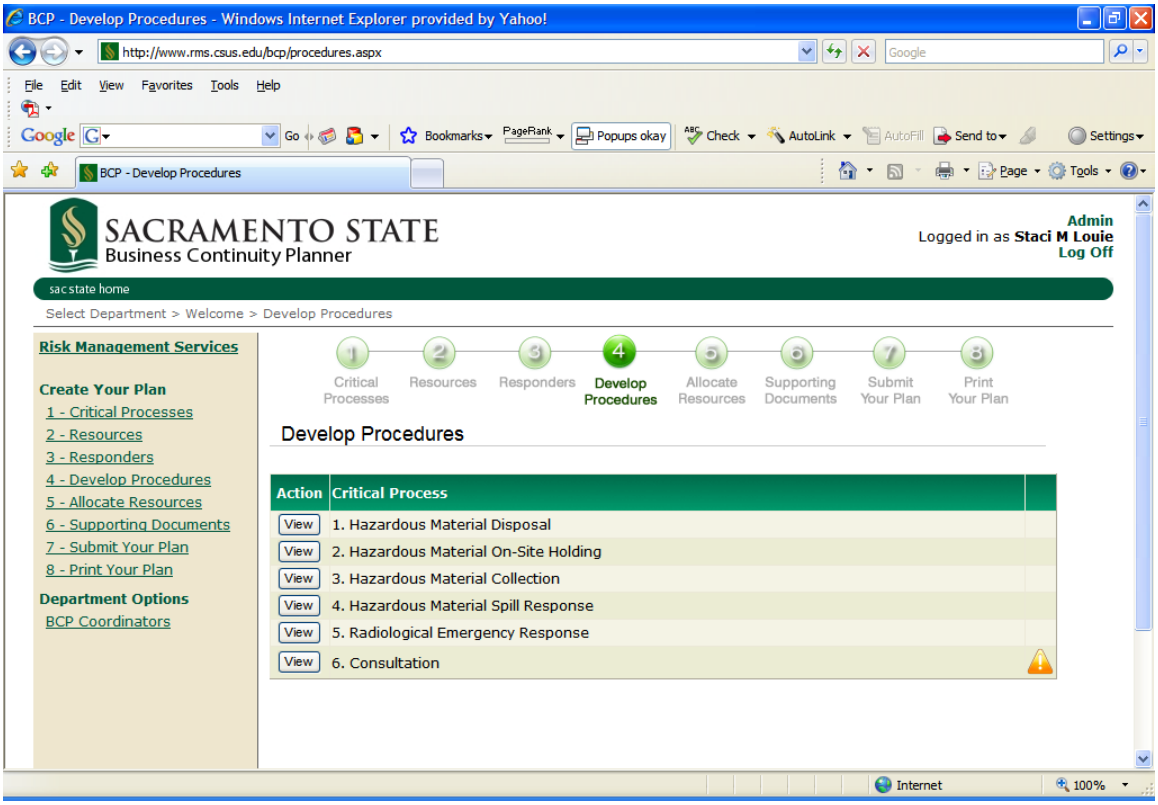
Action	Step	Description	Responders		
Delete Edit	1	If instructor is unavailable for 1 or 2 days only, cancel class	None Assigned		
Delete Edit	2	Contact in order, if the primary instructor is not available for more than 2 days	None Assigned		
Delete Edit	3	Video record all classroom sessions, which can be shown to the class if the instructor is not available.	None Assigned		

***Note- this is an example only- not a list of actual procedures. Your procedures will be based on campus and department policies.**

***Step 1*. Click** on the "**Develop Procedures**" **link** under Create Your Plan section, or the "Develop Procedures" (4) button at the top of the screen.

The following screen will allow you to view and add step(s) for the selected critical process

***Step 2*. Click** on the "**View**" link on the "Develop Procedure" screen to view or add procedure(s) for the selected critical process.

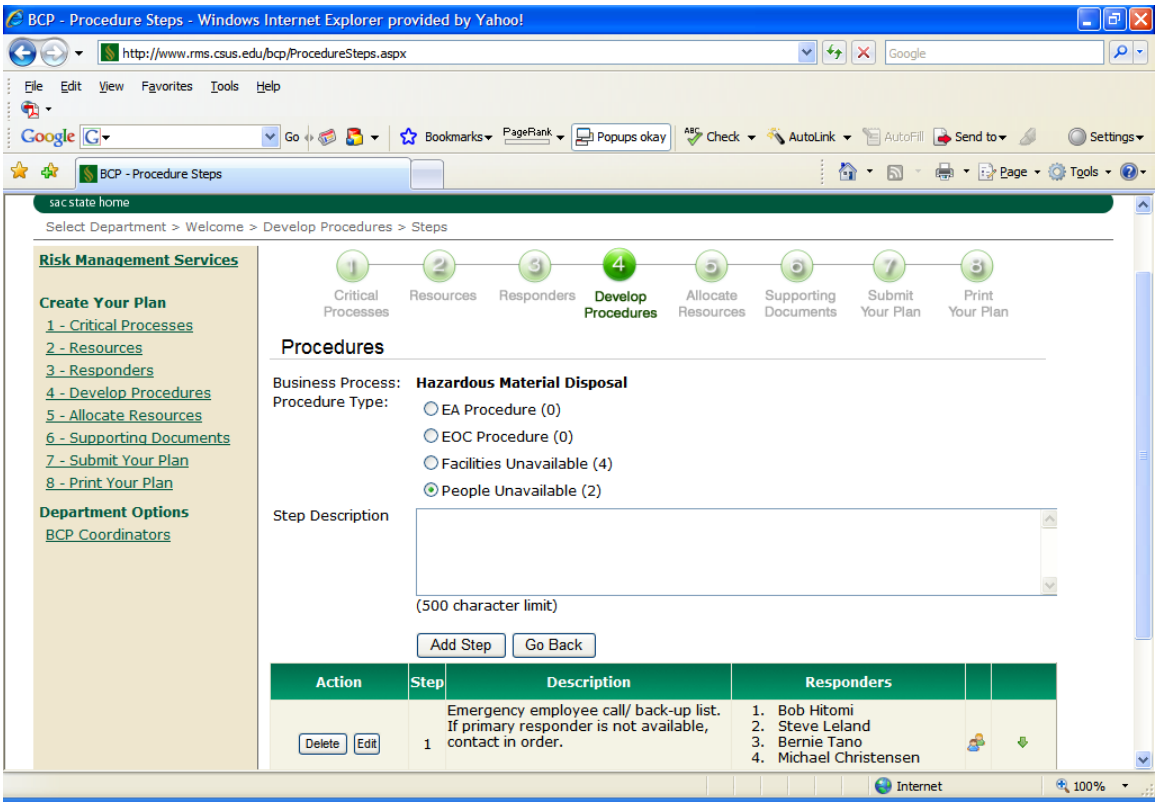


To **add** a **step** to the critical process, proceed through ***Step 3* – *Step 5***. To assign responder(s) to a **step** of the critical process, proceed through ***Step 6* – *Step 8***. To move the priority of a **step** of the critical process, proceed and go through ***Step 9***. To **edit** a **step** of the critical process, proceed and go through ***Step 10*– *Step 12***. Otherwise, to **delete** a **step** of the critical process, proceed and go through ***Step 13* – *Step 14***.

To Add a Step:
Step 3. Select the procedure type. Next, enter the appropriate information for the Step Description. Click the "Add Step" button to add step to the selected critical process. Or click "Go Back" to discard adding step to the selected critical process.

Step 4. After you clicked the "Add Step" button, the screen will display as the screen capture below. This screen will allow you to "Delete", "Edit", "Change" priority of the steps (if there is more than one step), and "Add" the responders.

[*Note*: if this is a newly added step, there will be no responders assigned yet. Therefore, it will show "None Assigned" under the "Responders" column and this "⚠" symbol will be displayed on the "Develop Procedures" screen.]

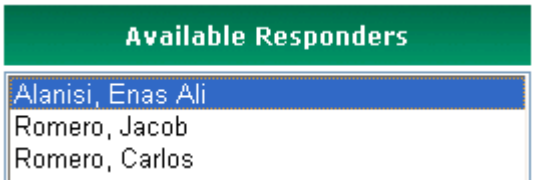


***Step 5*. Click** the " " to **move** the priority of the critical process **up** or **click** " " to **move** the priority of the critical process **down** on the "Procedure" screen..

To Assign/ Modify Responders:

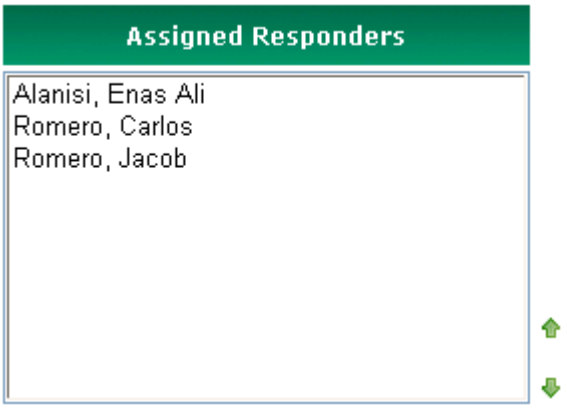
***Step 6*.** Click the " " button to assign or modify responders to the selected step of the critical process on the "Procedure" screen.

***Step 7*.** To assign responders(s), **select** the **assign responder(s) by clicking** on the **name of the available responder(s).** (Note: To add additional responders, return to Section 3- "Responders")



***Step 8*. Click** the " Assign » " button **to assign responder(s)** to the selected step.

***Step 9*.** To prioritize responders, **Click** the " " to **move** the responder up in priority or **click** " " to **move** the responder **down** on the "Assign Responder" screen. Responders should be prioritized by the order they are expected to respond.



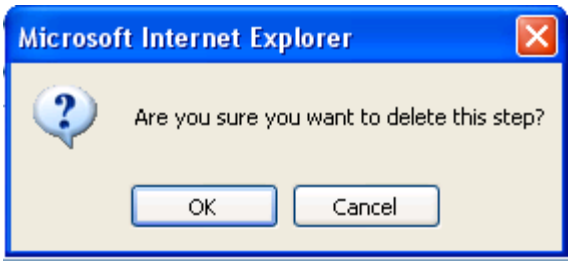
***Step 10*.** To remove the assigned responder(s), **select** the **assign responder(s) by clicking** on the **name of the assigned responder(s)**.

***Step 11*. Click** the "« Remove" button **to remove** responder(s) for this selected step.

***Step 12*. Click** the "Go Back" button **when finished** assigned responder(s).

To Delete Responders:
Step 13. Click the "Delete" button on the "Procedures" screen to delete the selected step of the critical process. (For Example: Delete the step "This is a Test.")

Step 14. After you clicked the "Delete" button, it will prompt you a delete confirmation message. **Click "OK"** to **continue** the **deletion of the selected step** of the critical process. Or **click "Cancel" to cancel** the current action of deleting the selected step of the critical process.

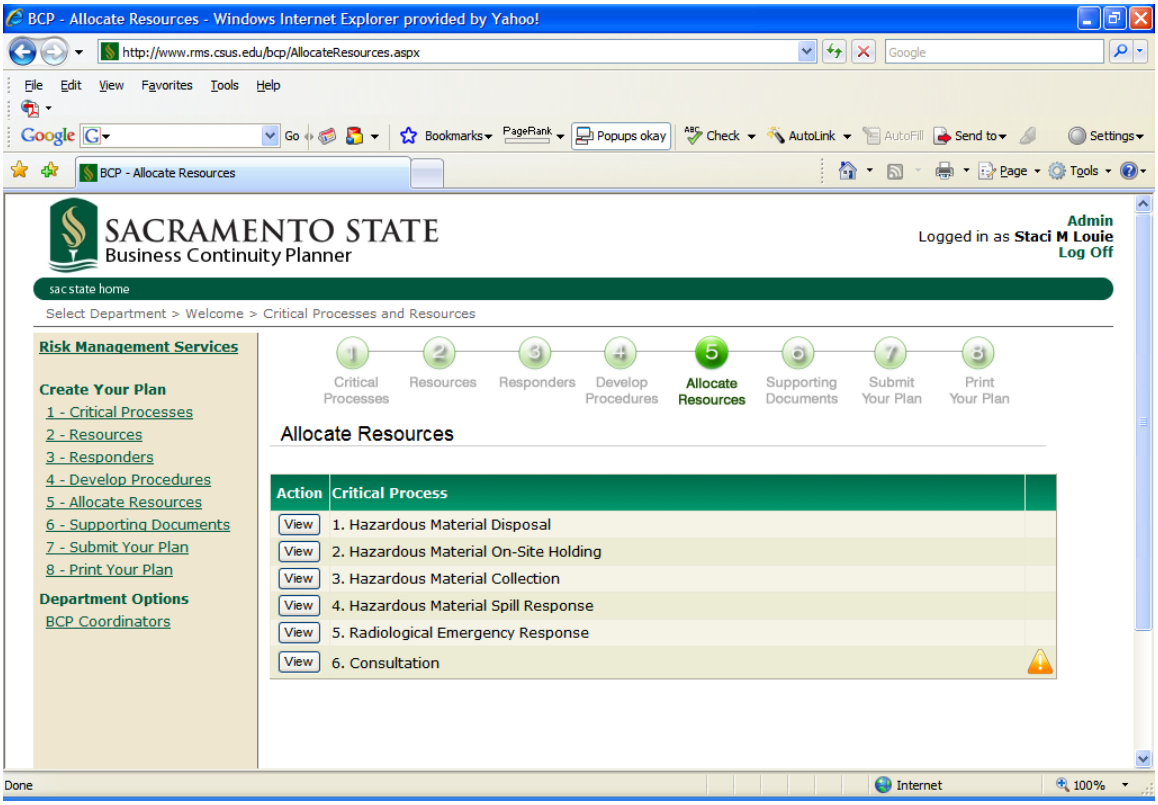


Allocate Resources

Resources are those items you need to support your "Critical Processes". These resources were identified in section 2 of your plan. You may return at any time to section 2 to add additional resources if needed for a critical process.

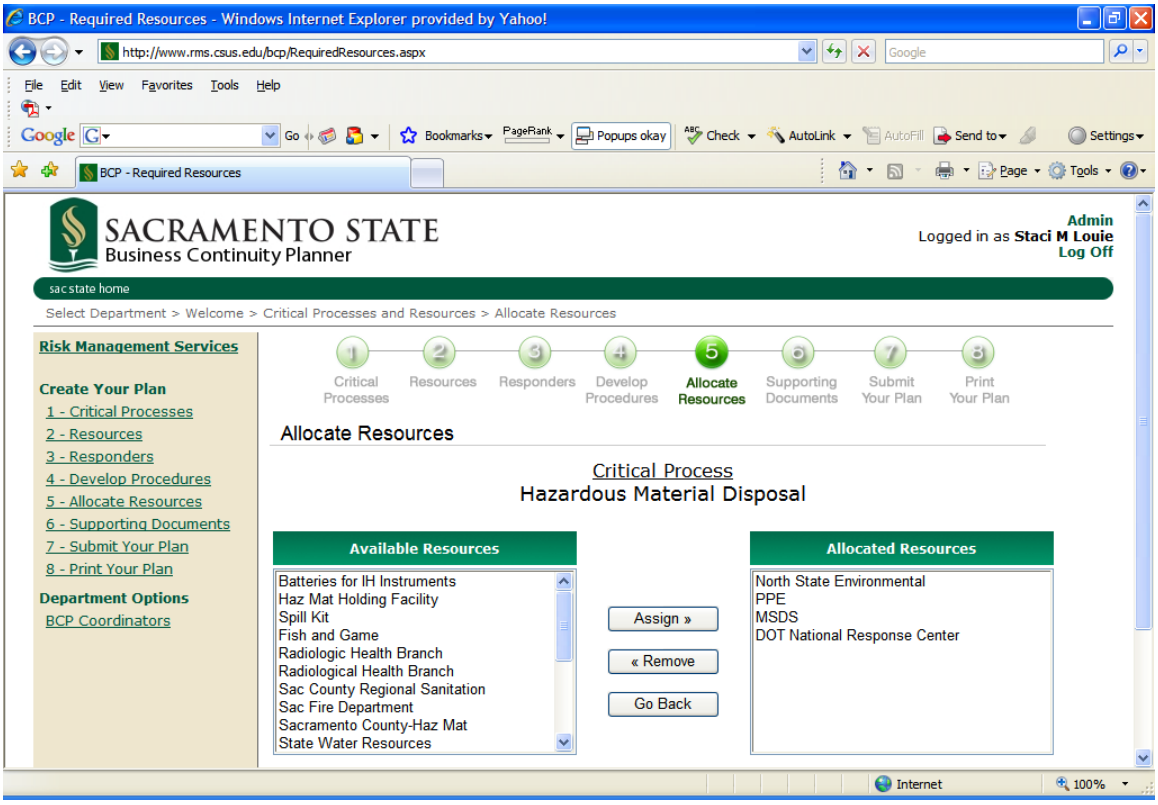
***Step 1*. Click** on the "**Allocate Resources" link** under Create Your Plan section or the "Allocate Resources (5) button at the top of the screen

The following screen display will allow you to view or add resource(s) for the selected critical process.



.

***Step 2*. Click** on the "**View**" link on the "Allocate Resources" screen to view or assign resource(s) for the selected critical process.



To allocate resource(s) to a critical process, proceed and go through ***Step 3 – Step 7***.

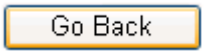
To Add Resources:

Step 3. To assign the assigned resource(s), select the assign resource(s) by clicking on the name of the available resource(s).

***Step 4*. Click** the " " button **to assign resource(s)** to the critical process.

To Remove Resources:
Step 5. To remove the assigned resource(s), select the assign resource(s) by clicking on the name of the allocated resource(s).

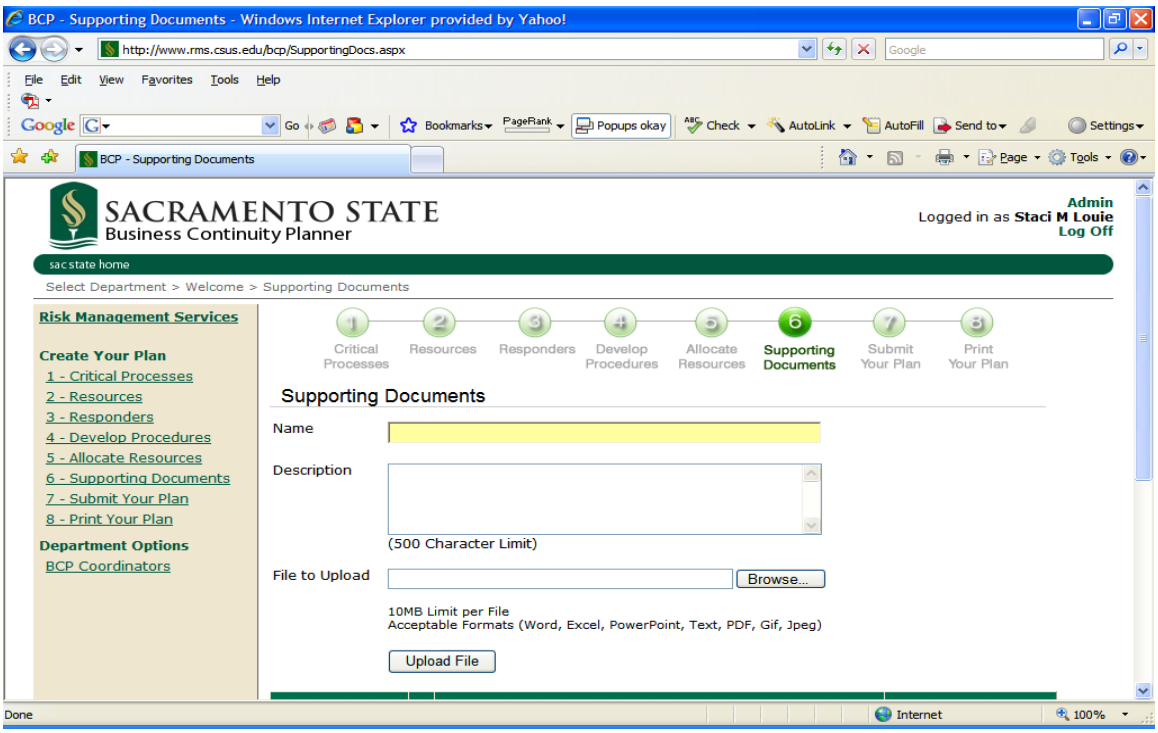
***Step 6*. Click** the " " button **to remove** resource(s) for this critical process.

***Step 7*. Click** the "  " button **when finished** allocated resource(s).

Supporting Documents

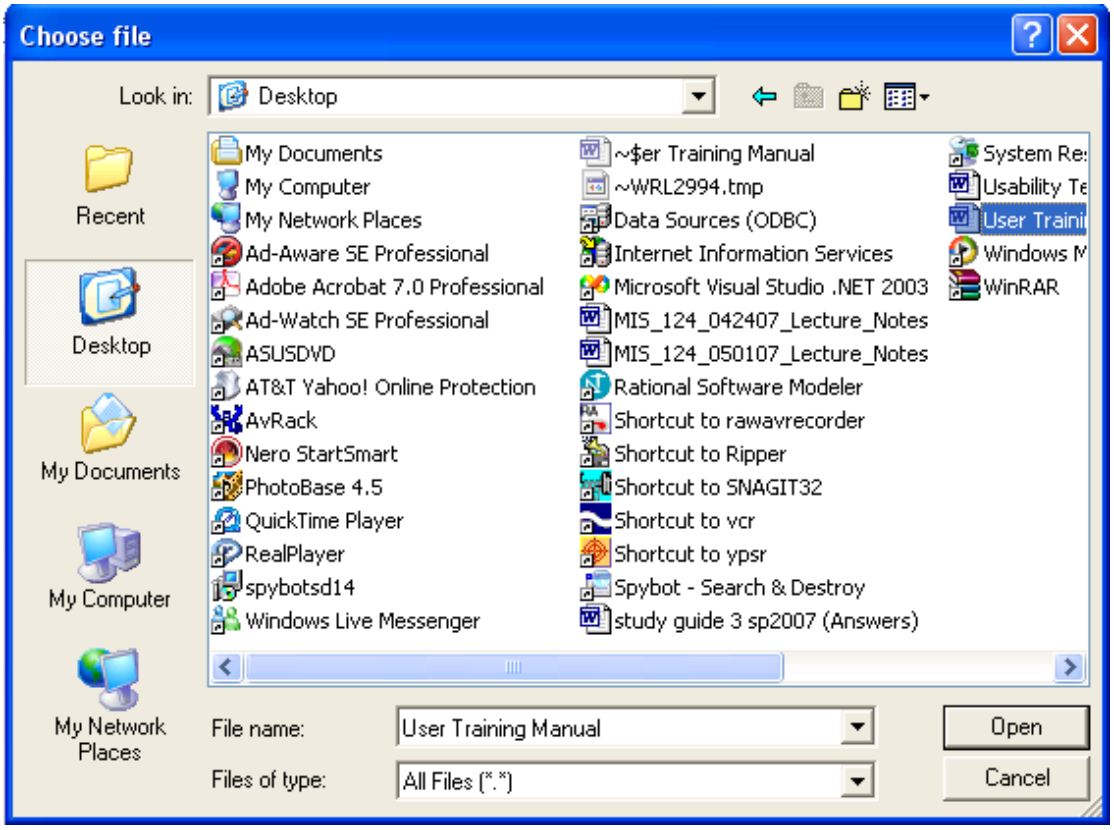
***Step 1*. Click** on the "**Supporting Documents" link** under Create Your Plan section or the "Supporting Documents (6) button at the top of the screen.

The following screen will allow you to add or delete supporting documents for the Business Continuity Plan.

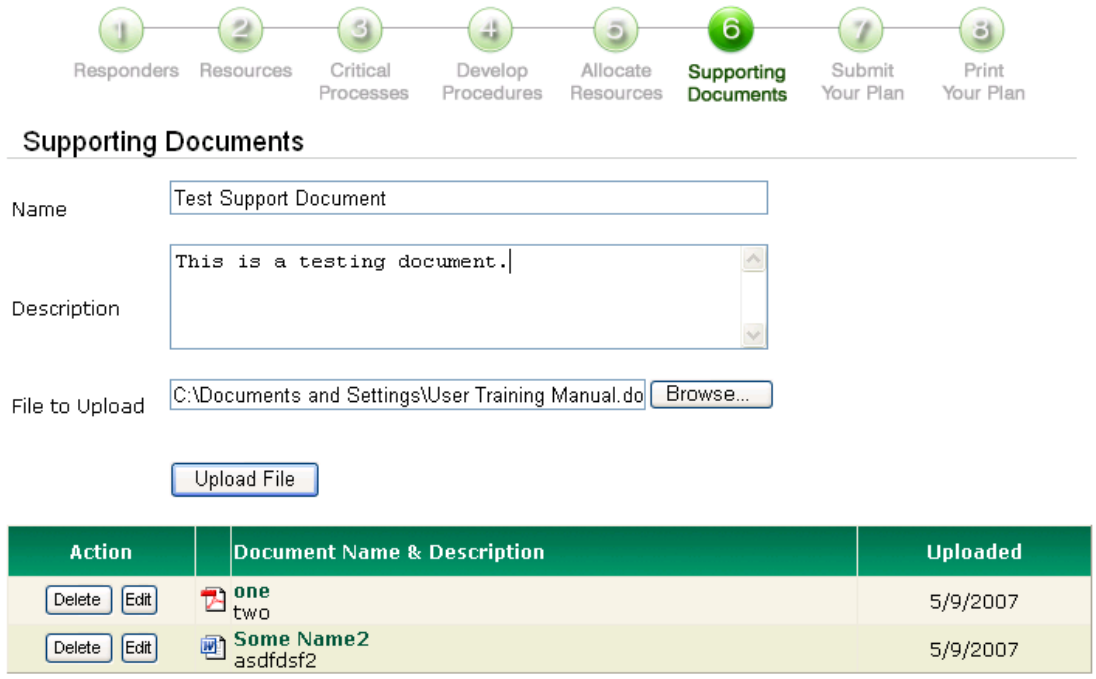


To **add** a **supporting document,** proceed through ***Step 2* – *Step 4***. To **edit a supporting document,** proceed through ***Step 5* – *Step 6***. To **Open/ Print/ Save a supporting document,** proceed through **Step 7- Step 10.** To **delete** a **supporting document,** proceed through ***Step 11* – *Step 12***.

To Add a Supporting Document:
***Step 2*.** Enter the Name and description of the supporting documents on the "Supporting Documents" screen. Click "Browse..." to find the document you want to upload from the selected network location.



Step 3. After you have selected the file to be uploaded, **click "Open" to select.** Or **click "Cancel" to cancel** the current action of selecting a file to be uploaded.

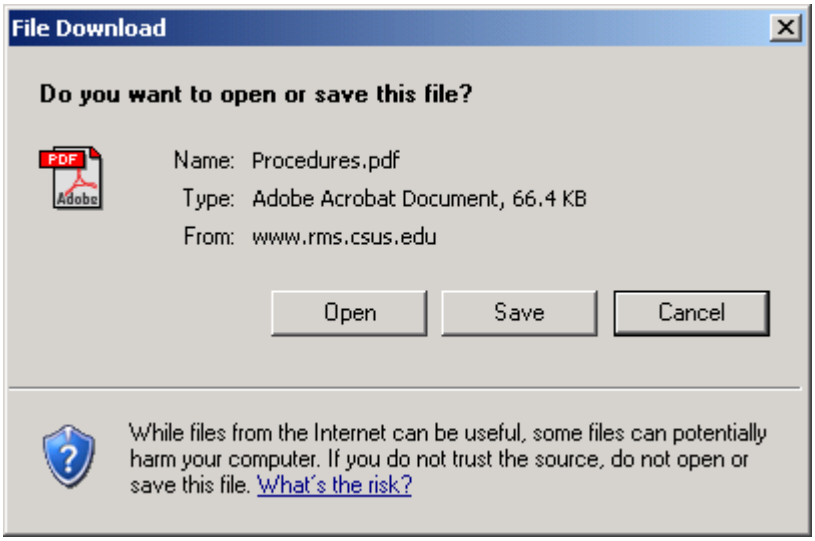


***Step 4*. Click** the "**Upload File**" button **to upload** the selected file as a supporting document for the Business Continuity Plan.

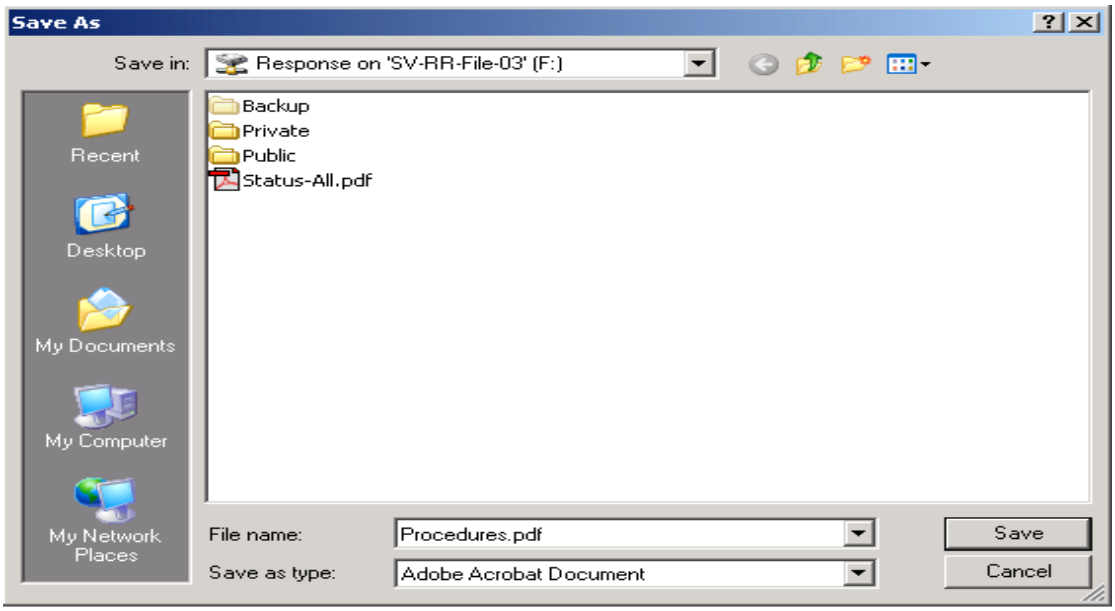
To Edit a Supporting Document:
Step 5. Click the "Edit" button on the "Supporting Documents" screen. This screen will allow you to edit the Document Name and Description of the selected supporting documents for the Business Continuity Plan.

***Step 6*. Click** the "✔" button **to save** the **modification** of the supporting document name and description. Or **click** the "Cancel" link **to cancel** the current action of modifying the supporting document name and description.

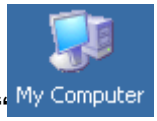
To Open, Save or Print a Supporting Document:
Step 7. Click "Open" to open and view the selected document. The document will display on the screen where you can print a copy. Or click "Save" to save this document in your computer. Click "Cancel" if you decide to cancel the current action of opening or saving the selected file.


File Download
Do you want to open or save this file?
Name: Procedures.pdf
Type: Adobe Acrobat Document, 66.4 KB
From: www.rms.csus.edu
Open
Save
Cancel
While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's the risk?

Step 8. To save, browse to a drive and a directory you want to save the file to. **Click "Save" to save** the Status report to the destination network directory. Or click **"Cancel" to cancel** the current action of saving the selected file.



***Step 9*. Click "Save" to continue saving** the **supporting document** to the designated network directory. Or **click "Cancel" to cancel** the current action of saving the document to the designated network directory.

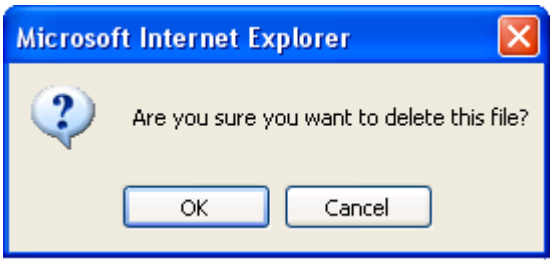
Step 10. After you have saved the selected file, to open the file, **go to "** 

My Computer" to browse to a drive and a directory that you had saved the **file** to. **Double-click** the file "

" to open and view the file.

To Delete a Supporting Document:
Step 11. Click the "Delete" button on the "Supporting Documents" screen to delete the selected document.

Step 12. After you click the "Delete" button, it will prompt you with a delete confirmation message: "Are you sure you want to delete this file?" **Click "OK" to continue deleting** the **selected supporting documents**. Or **click "Cancel" to cancel** the current action of deleting the selected supporting documents.

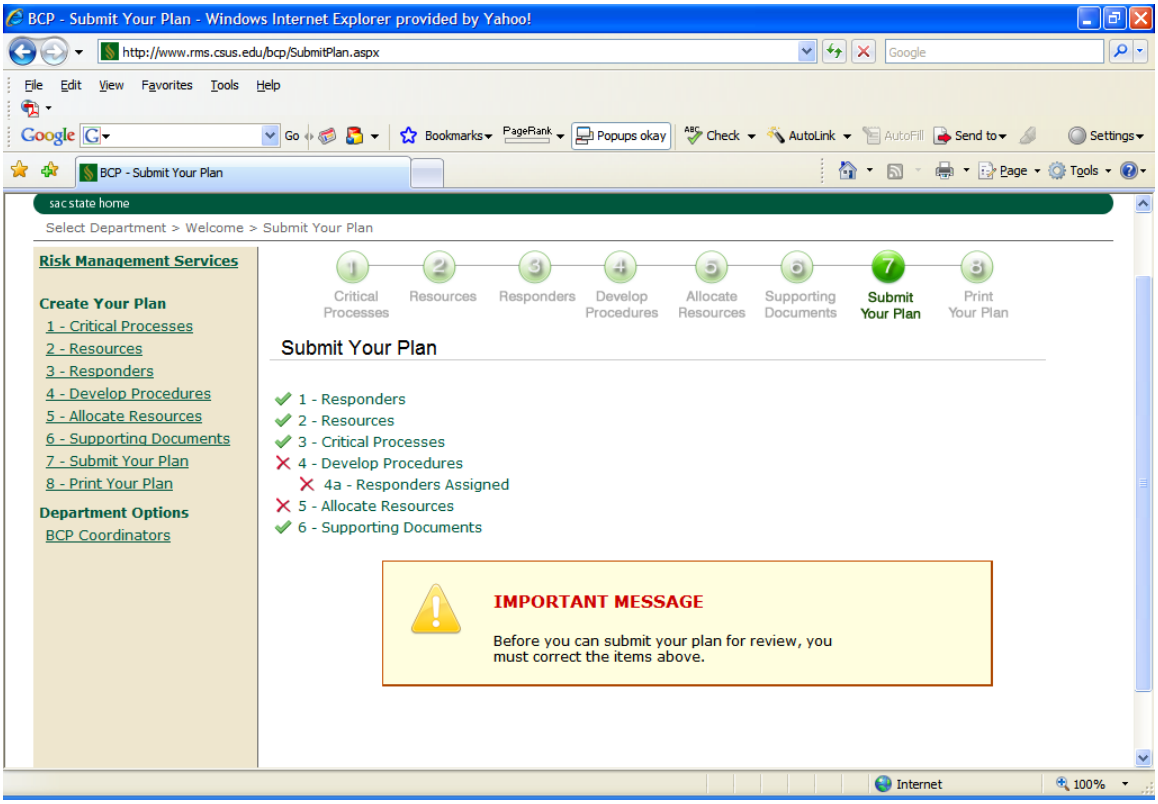


Submit Your Plan

***Step 1*. Click** on the "**Submit Your Plan**" **link** under Create Your Plan section or the "Submit Your Plan" (7) button at the top of the screen.

Note: **Only the Department Head can submit the Business Continuity Plan.**

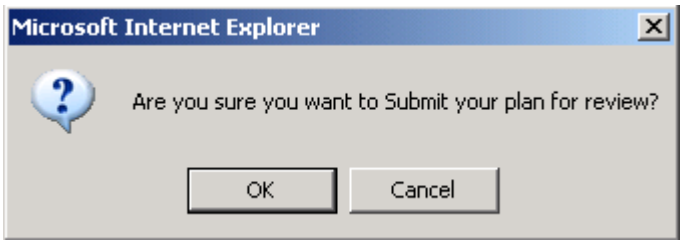
The following screen will allow you to review your plan. The "✕" indicates any incomplete procedures. You will have to correct those problems before you can submit your Business Continuity Plan.



Submit your Plan:

Step 2. If you are the department head, you can submit your plan for Risk Management Services to review by clicking the "Submit" button.

Step 3. After you click the "Submit" button, it will prompt you with a confirmation message: "Are you sure you want to Submit you plan for review?" **Click "OK" to continue submitting** your **Business Continuity Plan** for review. Or **click "Cancel" to cancel** the current action of submitting your Business Continuity Plan for review.



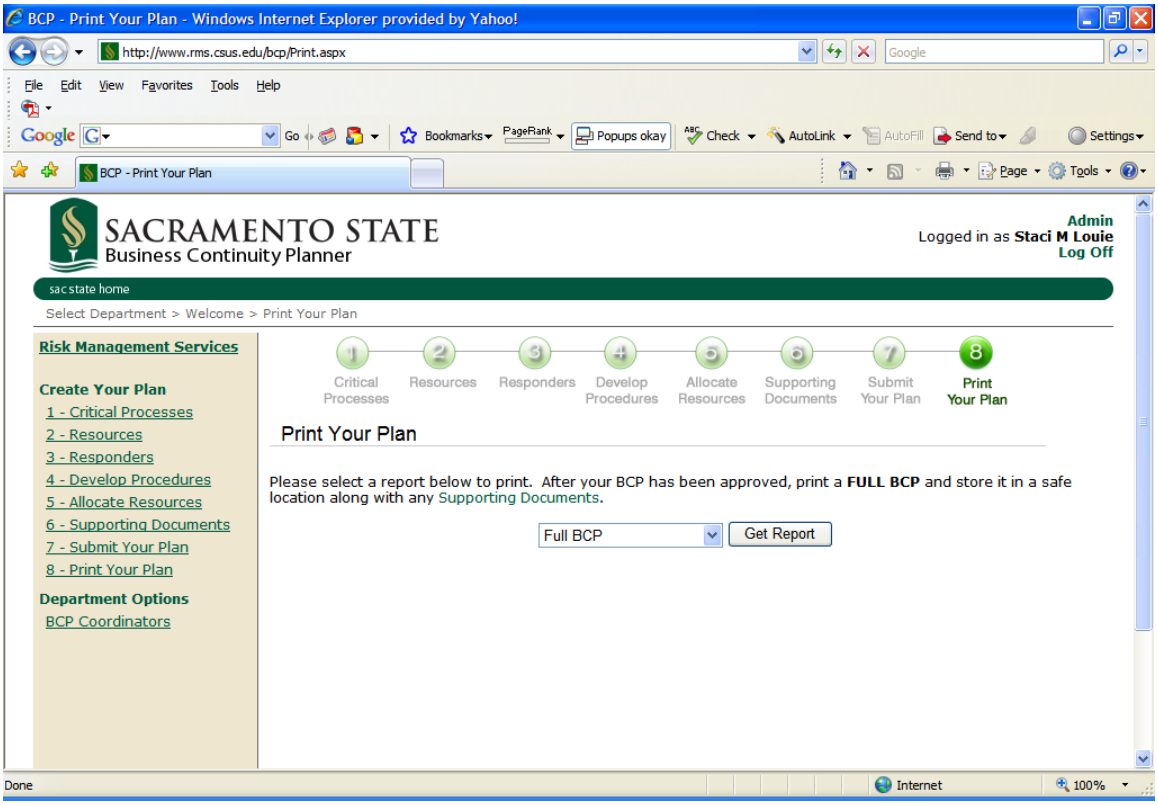
Step 4. After you click "OK", your completed Business Continuity Plan will be submitted to Risk Management Services for review. Your **department status** will **change to** "**Under Review**" as shown below, and the "**Select**" **button** will be **disabled.**

Please select a Department

Action	Department	Status
Select	**Administration and Business Affairs** My Role: Department Head	Under Review
Select	**Eng. and Computer Science** My Role: Department Head	No Activity I
Select	**Environmental Health & Safety** My Role: Department Head	No Activity I
Select	**Risk Management** My Role: Department Head	No Activity I
Select	**Risk Management Services** My Role: Department Head	Under Review
Select	**Space Management** My Role: Department Head	No Activity I
Select	**Testing Department** My Role: Department Head	New

Print Your Plan

***Step 1*. Click** on the "**Print Your Plan**" **link** under Create Your Plan section or the "Print Your Plan" (8) button at the top of the screen.

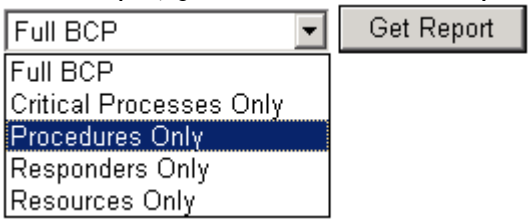


To **open** and **view** the **report(s),** proceed through ***Step 3***. To **save** a **report,** proceed through ***Step 4 – Step 6***. To **save/ print supporting documents,** proceed to **Step 7.**

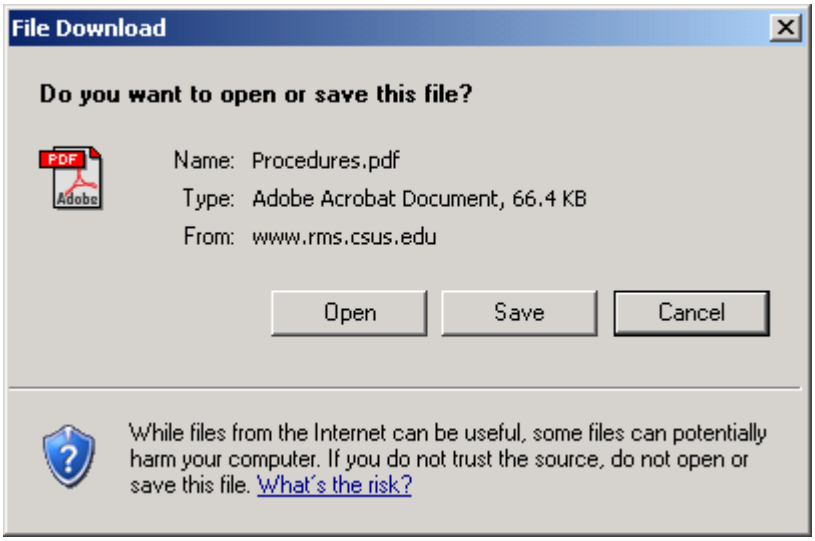
Print your Plan:

***Step 2*. Select** the **report** you want to use**, click** the "**Get Report**" button **to open and view** the selected report.

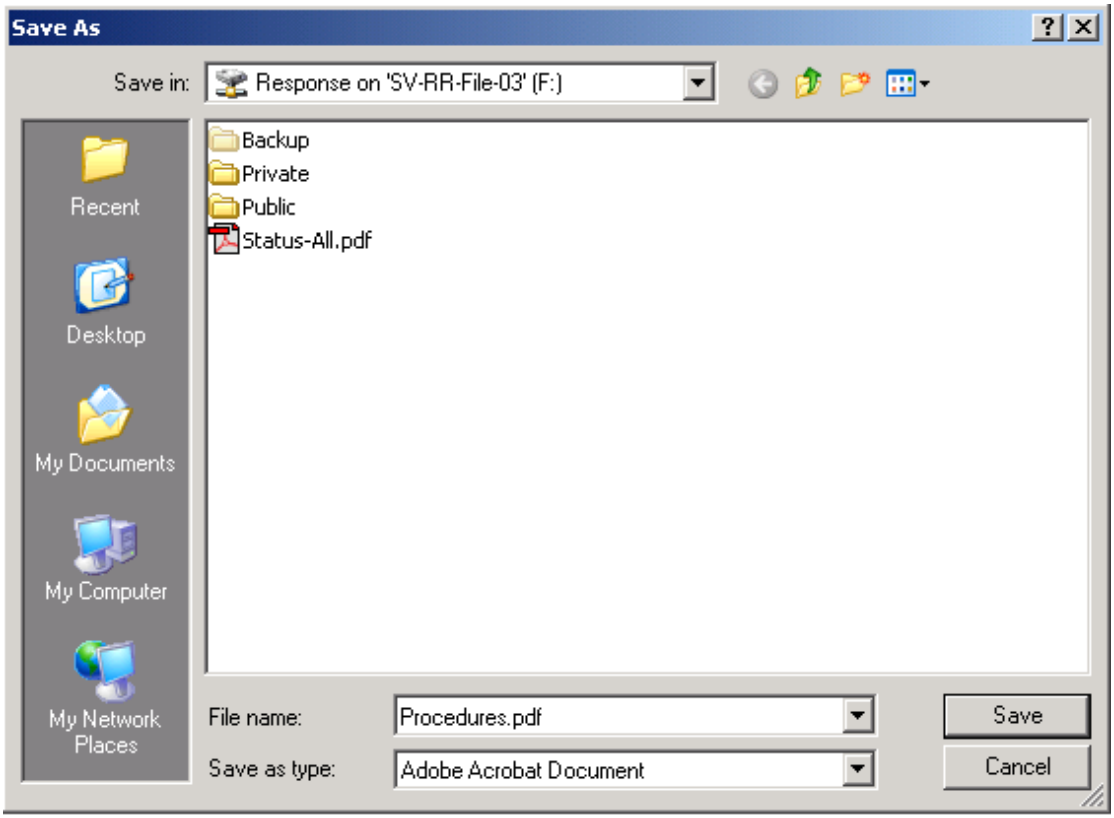
For example, get the "Procedures Only" report



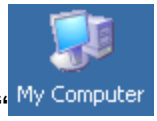
***Step 3*. Click "Open"** to open and **view** the file the selected report document. The document will display on the screen where you can **print** a copy. Or **click "Save" to save** this document in your computer. **Click "Cancel"** if you decide **to cancel** the current action of opening or saving the selected file.


File Download
Do you want to open or save this file?
Name: Procedures.pdf
Type: Adobe Acrobat Document, 66.4 KB
From: www.rms.csus.edu
Open
Save
Cancel
While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's the risk?

***Step 4*.** To save, browse to a drive and a directory you want to save the file to. **Click "Save" to save** the Status report to the destination network directory. Or click **"Cancel" to cancel** the current action of saving the selected file.



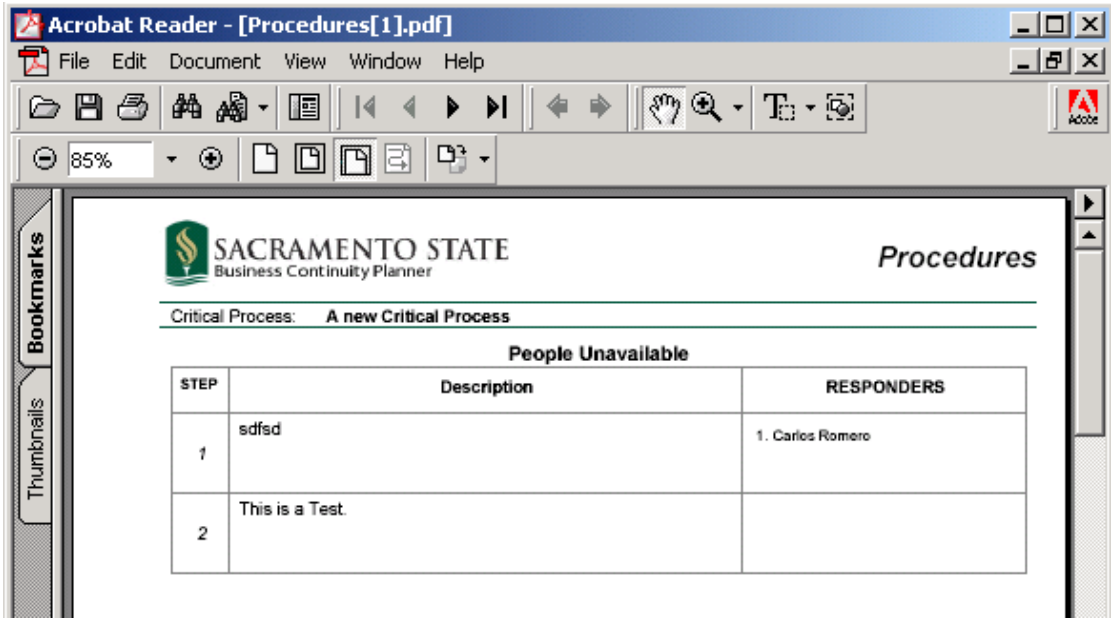
Step 5. **Click "Save" to continue saving** the **Status report** document to the designated network directory. Or **click "Cancel" to cancel** the current action of saving the Status report document to the designated network directory.

Step 6. After you have saved the selected file, to open the file, **go to "** 

My Computer" to browse to a drive and a directory that you had saved the **file** to. **Double-click** the file "

" to open and view the file.

In this case, the screen will display as follows.

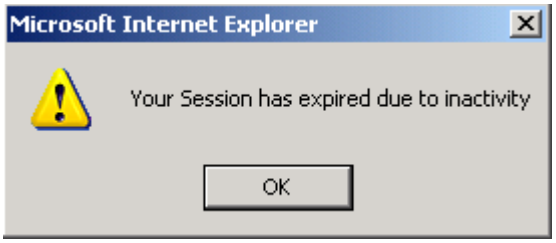


Print Supporting Documents

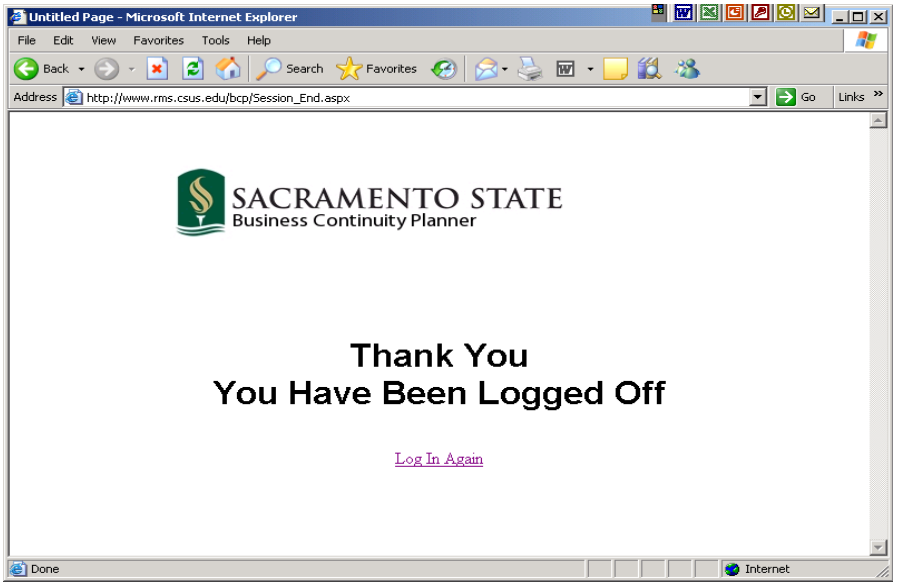
Step 7. Return to the **"Print Your Plan"** screen and click on the **"Supporting Documents"** link or go directly to the **"Supporting Documents" (6)** screen. Click on the supporting document you wish to view. Follow the same procedure as above to save or print a copy of each document.

Session Expired Notification

Step 1. If you are inactive in the system for "20" minutes, the following message prompt will display:



Click "OK" to continue. It will redirect you to the "logged off" screen.

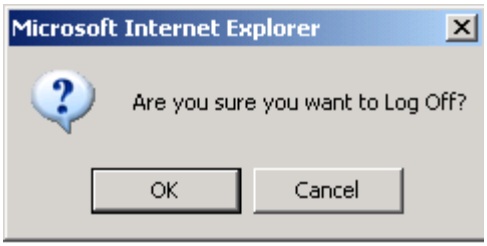


Step 2. You can log in again by simply clicking the "**Log In Again**" link.

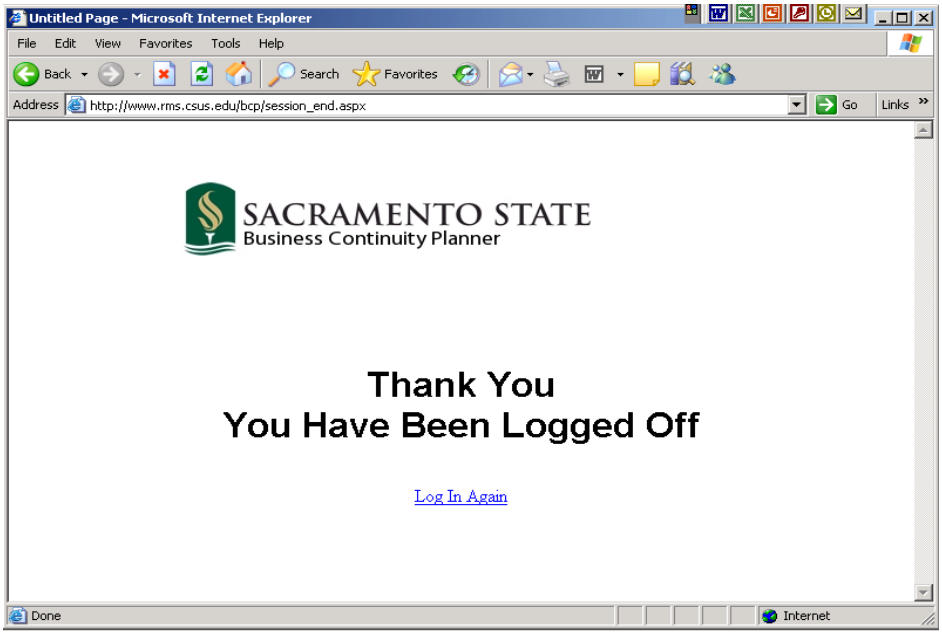
Log Off the System

Step 1. Click the " Log Off " link on the top right hand side.

Step 2. System will prompt you a confirmation message: "Are you sure you want to Log Off?" Click "OK" to continue logging off the system, or click "Cancel" to cancel the current action of logging off the system.



Step 3. After you clicked "OK", the following screen will display to indicate you have successfully logged off the system. You can log in again by simply clicking the "Log In Again" link.



Be Prepared

Following the instructions under "Print Your Plan", you should have a printed copy of your Business Continuity Plan, along with saving an electronic copy on your computer.

There are several recommendations for making sure your plan is ready and accessible during an emergency. The more you complete, the better prepared you will be.

1. Keep a paper copy of your plan and all supporting documents in your office. Better yet, create a "Grab and Go" binder (see below for instructions). Make sure all employees know the location of the plan or binder.
2. Keep a paper copy, or grab and go binder, at the home of every "key" employee. (A key employee is a member of your office who has significant duties during an emergency or is a "back-up" to someone who does)
3. Keep an electronic copy of the plan and supporting documents on your office computer.
4. Keep an electronic copy of the plan and supporting documents on your department server.
5. Keep an electronic copy of the plan and supporting documents on your laptop, which is password protected.
6. Keep an electronic copy of the plan and supporting documents on a USB drive, which is password protected and carried with you at all times.

"Grab and Go" binder

This is a binder that contains everything you may need to continue operations during a disruptive event. *The main document contained within this binder will be the Business Continuity Plan you created for your department.* Other items you may want to include are:

1. All "Supporting Documents" from Business Continuity System
2. Campus map
3. Area maps- useful for finding alternate routes to and from campus if the "normal" route is inaccessible
4. Contact Numbers (vendors, outside agencies, staff, etc)- if not listed in your Business Continuity Plan
5. Campus phone book
6. Floor plans of your building
7. Equipment instructions (if not under "supporting documents"). Useful if the employee who normally operates a piece of equipment is not available. Note: part of your work-around procedures should include proper training for all back-up

employees in the safe operation and use of equipment. No employee should use equipment- even in an emergency- if they have not been properly trained to do so.

8. Purchasing: copies of fiscal year purchase orders, written instructions for the purchase of supplies, procurement card information, hard copy requisition form, hard copy direct payment form, etc.
9. Payroll: hard copies of all employee time sheets, list of employee ID numbers, hard-copies of student time sheets.
10. General Forms: hard copies of any form your department uses that is not included in "supporting documents".
11. Procedures: department specific written policies and procedures if not included in "supporting documents".

Any procedure that is completed electronically should have a manual back-up procedure. Key employees should be trained in this manual procedure and all instructions and forms relating to that process should be included in your plan.